



COMPLAINTS PROCEDURE

At all times we aim to cater successfully for the needs of all the children at Noah's Ark. If at any time a parent is unhappy with our standards they should speak to the Head of the school or to Annette Miller, Head of Noah's Ark. If the parent wishes to take the matter further the next step is to contact Mrs Jo Glen, Principal of Dolphin School and Noah's Ark. If the parent feels the issue has not been resolved the School Trustees, Serena and Charlie Colchester, can be consulted. (Telephone numbers will be provided on request).

If the complainant feels that the school has not addressed the complaint to his/her satisfaction, he/she may contact the Ofsted Investigation and Complaints Unit on 0300 123 1231.

If the complainant feels unable to approach the school at any stage of the process, he/she may contact the Ofsted Investigation and Complaints Unit on 0300 123 1231.