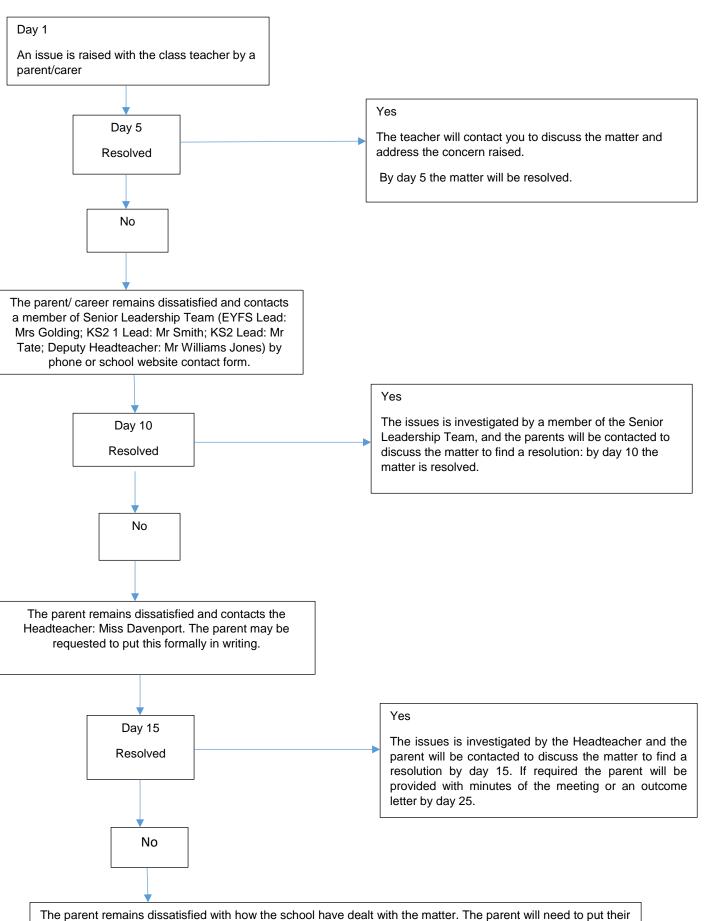


Handling Complaints: our process to address and resolve parental issues at Staplehurst



The parent remains dissatisfied with how the school have dealt with the matter. The parent will need to put their complaint in writing to the Chair of Governors care of the Clerk of Governors via the school office or email clerktogovernors@staplehurst.kent.sch.uk