

## How to get in touch with us

Telephone: (8.30-3.30pm) 020 8979 2945

E mail: [admin@orchard.surrey.sch.uk](mailto:admin@orchard.surrey.sch.uk)

By letter: The Orchard School

Bridge Road  
East Molesey  
Surrey  
KT89HT

Paper copies of policies/information are available on request

### Complaints procedure

If you have a concern or complaint it is always best to resolve this as quickly as possible. We always strive to have positive relationships with all of our parents and carers and want to work in partnership with you to ensure the best provision for your child.

If a concern relates to a general school matter please contact Mrs Sally Cary, the Head Teacher via the school office. If your concern relates to your child's learning or well being it is best to speak to your child's class teacher. If, unusually, your concern is not resolved by the class teacher or the Head Teacher, you should put your complaint in writing and address this to the Chair of Governors, Mr. M. Waters, care of the school address. If there is a serious allegation or complaint and a parent feels this is still not resolved then the next step is to write a letter to the Local Authority, Surrey county Council. Surrey's contact centre can be contacted on 08456 009 009