



DEALING WITH YOUR CONCERNS

We value our parents / carers as partners in your children's education. We appreciate your views and encourage the positive contribution you make to your child and the school as a whole.

As a school we encourage an open door policy and hope to be as available to you as possible. It is, however, advisable to make an appointment whenever possible if you wish to meet with the principal or any other member of staff.

From time to time, you may have a concern about some aspect of your child's life at school. We would hope to deal with that concern as quickly and efficiently as possible and to everyone's satisfaction.

IF YOU HAVE A CONCERN, WHAT SHOULD YOU DO?

I have a concern about:	I should:
My child's, behaviour, progress, work in class, homework etc	Phone or make an appointment with your child's class teacher to discuss the issues. If you are still concerned, make an appointment with the appropriate manager. (contact details available from campus)
A child or my child's safety or welfare	Contact Mrs McCaughan, Director of Pastoral Care and Designated Teacher for Child Protection, or in her absence, one of the Deputy Designated Teachers (contact details available from campus)
A member of staff	Make an appointment to see the Principal
The principal	Contact the Chair of the Board of Governors (contact details from campus)

- All concerns will be noted, acknowledged and investigated. We will make every effort to resolve your concern as quickly and efficiently as possible. Any findings and/or action will be reported to you at the earliest opportunity.
- If you are not satisfied with any decision / action we take, you may make a request to meet with the principal. The next course of action would be to put your concern in writing to the Chair of the Board of Governors by writing via the school address. The concern would then be dealt with in line with the school's complaints procedure, a copy of which is available on request.