

## **General Procedure for Concerns and Complaints**

The procedure is presented as a series of stages, in a question and answer format.

**It is important that you follow through the various stages in the order in which they are given.**

**I am concerned about some aspect of my child's school life. Who should I speak to first?**

In the first instance, you should always address your concern to the member of staff who has direct responsibility for your child's welfare.

You should contact them to arrange an appointment to discuss your concern. It is always best to make contact at an early stage so that any problems can be dealt with before they become major issues, and parents and school can work together to find a satisfactory solution to the problem.

**I've spoken to the class teacher but the situation hasn't improved. What should I do next?**

If you are not satisfied with the response you have received from the class teacher, you need to make an appointment to see the Headteacher, who has overall responsibility for the day-to-day management of the school. You can contact the Headteacher for an appointment either by telephone or in writing. She will listen to your concerns, investigate the matter, and then report back to you.

**I've been in to see the Headteacher, but I'm not satisfied with the response I've received. Is there anyone else I can talk to about the problem?**

If you feel that your approach to the Headteacher has not resolved the issue as far as you are concerned, the next person you can discuss matters with is the Chair of Governors of the school

At this stage of the procedure, you will be asked to put your concerns in writing if you have not already done so. The Chair of Governors will not interfere with the Headteacher's day-to-day management of the school, but will investigate whether your problem has been dealt with in an appropriate manner and report back to you as soon as possible.

**I've spoken to the Chair of Governors, but I'm still not happy. Is there anything more I can do?**

You are now reaching the stage where your original concern is turning into a complaint about the way matters have been dealt with by the school. If you wish to pursue this complaint, you have the opportunity of a formal hearing before a Complaints Panel of the Governing Body. Neither the Headteacher nor the Chair of Governors will be on this panel, which will normally consist of three governors appointed by the Governing Body as a whole.