

What to do if you have concerns about your child

Informal Stage

Stage 1 – Expressing concerns to the class teacher

- The vast majority of concerns can be dealt with quickly and effectively by the class teacher, before they become a major issue. If a parent/carer has a concern, it is best if it is dealt with at this informal stage, where the concern is expressed to the member of staff involved. So that the concern can be given the time it deserves and be dealt with sensitively, it may be best if an appointment is made so you can see the teacher in a confidential environment at a convenient time. It is not usually appropriate for concerns to be expressed on the school playground after school or before school starts.
- This preliminary discussion may be undertaken to help clarify if he/she is making a complaint, expressing an opinion or has misunderstood the situation and whether they wish to take the complaint further.
- The member of staff dealing with the concern should make sure it is clear what action (if any) or monitoring of the situation has been agreed.
- The process should be completed speedily and concluded in writing with appropriate detail.
- Where no satisfactory solution has been found, the concerns should be discussed with the Headteacher

Expressing concerns/complaints to the Headteacher

- It may be that the Headteacher has not been aware of the concern raised prior to this point.
- If the parent/carer feels that the concern has not been dealt with by the class teacher, an appointment can be made to see the Headteacher to discuss and try to resolve the issue. If following this initial meeting with the Headteacher a parent/carer would like to progress this discussion to a formal complaint, a detailed description of the complaint should be made in writing to the Headteacher.

Formal Stage

Stage 2 – Referral to the Headteacher

Once a complaint has been made in writing the formal procedure contained within the Concerns and Complaints Policy should be used to try to resolve the problem.