

Flowchart for parental concerns regarding their child

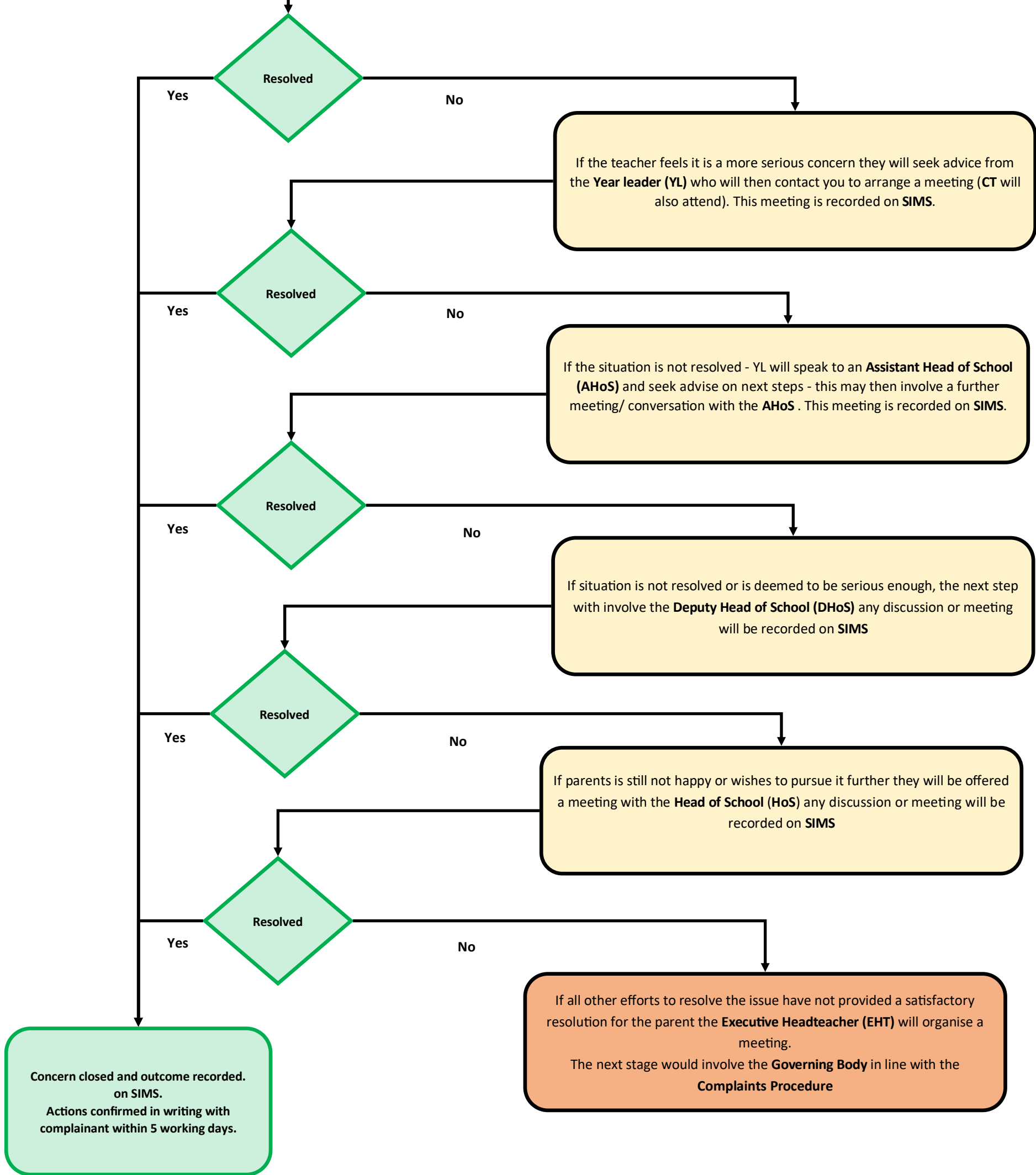


A concern regarding your child may be raised in person, by;

- speaking to the Class Teacher (CT) at the end of the day when children are dismissed
- by phone,
- by email
- in writing.

(we will aim to get back to you swiftly and typically within 24 hours)

The Class Teacher will decide if he/ she can resolve it and will ask to meet with you or speak to you on the telephone - a record of this conversation is recording on the **School's Information Management System (SIMS)**



Concern closed and outcome recorded. on SIMS.
Actions confirmed in writing with complainant within 5 working days.

If all other efforts to resolve the issue have not provided a satisfactory resolution for the parent the **Executive Headteacher (EHT)** will organise a meeting.
The next stage would involve the **Governing Body** in line with the **Complaints Procedure**