THURLBEAR CE VA PRIMARY SCHOOL

Concerns and Complaints: Who to contact and what you can expect.

As a school our aim is to work together with parents and carers to resolve issues and to provide as many opportunities to keep you informed and involved in your child progress. However, sometimes issues, misunderstandings and concerns arise and this guide is to help you in approaching the school. It tells you who you need to contact and what you can expect.

What should I do first?
Be clear about what you want to talk to the school about. Most concerns can be resolved very quickly and end on a positive note by a simple informal discussion and often the class teacher is able to deal with this. We always encourage parents to 'pop-in' but to enable you to have enough time to talk things through and make the school understand and aware of how you feel, it is better to make an appointment.

How do I make an appointment?
You can either ask the office team to make a mutually convenient appointment or you can approach the class teacher direct to make an appointment.

What if I don't think the teacher will be able to resolve my concern?
Often the class teacher can deal with the concern but if you feel the issue is more serious, then this may require the Headteacher or a Senior Leadership Team member to be involved.

How do I make an appointment with the Headteacher or a Senior Leadership Team member?
Once again we always encourage parents to 'pop-in' so that concerns can be resolved informally. The Headteacher or Senior Leadership Team Member will always try to see you immediately, but sometimes this is not possible. If this is the case a member of the office team will make you an appointment.

What if I am still unhappy?
If you feel that your concern is still unresolved you may write to the Governing Body, c/o of the Clerk to Governors. The Clerk to Governors at Thurlbear School is Mrs J Moore. The leaflet 'Concerns and Complaints – a Guide for Parents and Carers' sets out this formal process. To access this guide please click here.

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