

**We want to help - please let us know sooner
rather than later
if you have a concern.**

This booklet is based on the Governing Body's policy, copies of which are available from the school office.

For further information on our school, please see our website at:

www.kingtonstmichaelschool.co.uk

Or the School Profile at:

www.schoolsfinder.direct.gov.uk/8653096/school-profile

Working with Parents at Kington St Michael CE Primary School



„Learning together, aiming high“

**A guide to help parents
who may have a concern
or complaint.**

Introduction

We aim to work with parents in a positive and helpful way. There may be a time when you have a worry or a concern about something that has happened in school. You may have a concern about the progress your child is making or it may be about behaviour. Whatever your concern we would like to help you. This booklet sets out how this may be achieved.

How to raise your concern with us (informal procedure)

If you have a concern these are the steps we suggest you follow:-

Seeing the class teacher

Talk to your child's class teacher if you are worried about anything. Class teachers know the children very well and want to do their best for all the children at Kington St Michael School. They will do their very best to help you. They may suggest that an after school appointment is arranged. This will give you more privacy and time to talk about your worry. First thing in the morning when the children are coming into school is always very busy and teachers are not able to give you the same amount of time because they focus on the children.

If you are unable to come into school because of work or home arrangements and you have a concern, please write to the teacher or give the school a ring. Class teachers are usually able to talk to parents after school on the phone, and will ring you back if necessary. Our teachers want to work with you to help overcome the difficulty.

If your concern is about your child's progress in learning, the class teacher may suggest that a meeting is arranged between you, the Special Need Co-ordinator and themselves, so that there is a greater range of help given to help overcome the difficulty. The teachers will inform the head teacher of any concerns raised by parents.

Seeing the head teacher

Parents may of course arrange to come and see the head teacher. The office staff will arrange a mutually convenient appointment time. Wherever possible, the school hopes to find a solution to the difficulty. Sometimes this may not be possible as some difficulties are outside the remit of the school.

The head teacher keeps the Chair of Governors informed of a parent's concern if it is appropriate. This may then be reported in general terms to the governing body. We may also take advice from the Local Authority to help resolve the problem.

Seeing a governor

Parents may also raise a concern with a governor. Governors will work with school staff to try and resolve the problem. Governors will also encourage parents to come and talk to the school themselves because it is very difficult to deal with anonymous complaints. It may be that a discussion with the Chair or Vice Chair of Governors leads to the head teacher meeting with the parents.

Formal Complaints

If parents still feel dissatisfied after going through the informal procedure and wish to take their concern further, they need to write via the Clerk of Governors to the Governing Body stating their complaint. The governors will then investigate the concern in a number of ways. The parents may be invited to meet with the Chair or with a panel of governors to discuss and resolve the situation.

If after this parents are still unhappy they may write to the Chief Education Officer at County Hall, Trowbridge, or the Secretary of State for Education. It is anticipated that these routes would not be taken until every possibility had been explored with the school and the governing body to find a mutually agreeable solution.