

# SCHOOL CONCERNS POLICY

WRITTEN/LAST REVIEWED BY: MONA EL MASRY  
RATIFIED BY: SLT  
FILE PATH:

DATE: NOVEMBER 2019  
IMPLEMENTED:  
DUE FOR REVIEW: APRIL 2025



## **Rationale:**

This policy serves as a tool for all stakeholders to express dissatisfaction regarding any matter at school.

It is in everyone's best interests that concerns are resolved informally at the earliest possible stage through discussion and good communication. However, if the concerned party is not satisfied with the outcome, a formal procedure (as outlined in this policy) would then need to be followed. The procedures are shared in the Parent/ Pupil Handbook that is sent to all parents at the beginning of the academic year via email and are highlighted in the Orientation Days. The SLT members should ensure that the procedures for dealing with concerns are communicated to all pupils, parents and staff and that concerns do not remain unresolved. Concerns should not be discussed with parents during dismissal or off campus and staff should not share their personal contact information.

## **Aims**

- Ensure that the complainant and the person complained about are being acknowledged and validated, before taking any kind of action.
- Establish clear and well communicated channels/procedures for concerns
- Ensures complaints are handled quickly and with transparency
- Use complaints as a mean of improvement
- Safely keep the confidentiality of any complaint provided by any of the parties

## **Procedures:**

Minor concerns are easily resolved informally by discussion with the pupil's Key Stage Admin Officer (AO). More difficult or complex concerns may require further discussion or action.

- For a concern about a classroom issue, parents can contact the teacher via the link book (until Year4), Google Classroom via email ( Year 5 Upwards), or the relevant Administrative Officer, via telephone:

### **Procedure for the Key Stage Admin Officer (AO):**

1. Listen to, and record in writing the basic details of the concern. The concern should be conveyed immediately to the Deputy Headteacher/Headteacher and a target date for a response set: this should normally be within 2 working days of acknowledgement.
2. Decide upon the appropriate person to deal with the concern.
3. Key Stage Deputy Headteacher/Headteacher interviews the complainant or makes telephone contact.

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4. Key Stage Deputy Headteacher/Headteacher collects enough evidence to make an objective decision about the concern. (Speak to those involved, speak to witnesses and take written statements if required.)
  5. Key Stage Deputy Headteacher/Headteacher decides upon action to be taken.
  6. Communicate with the complainant and other affected parties.
  7. If the matter remains unresolved then invite the complainant to make a formal concern, in writing via email, to the School Director.
- For a concern about an administrative issue, parents can contact the Head of Admissions via the school telephone or email.
  - Concerns about a teacher or quality of teaching should be directed to the relevant subject Head of Department via gescairo. Email
  - For pupils' concerns, they can speak to or contact their class teacher, a school counsellor, Child Protection Coordinators, the Welfare Officer or their Deputy/ Head Teacher, mostly during break times. They may be asked to complete an Incident Report (a scribe could be used for younger pupils).

### Unresolved Concerns

- If any of the above mentioned concerns remain unresolved, concerns should be escalated and sent to Key Stage Headteacher or Deputy Headteacher via gescairo. email or work phone
- Where concerns remain unresolved after following all the above channels, Parents can then request a meeting with the School Director through either sending an email via gescairo. email or contacting the School Director's Personal Assistant.

The complainant is entitled to be accompanied to the meeting that will be scheduled at the earliest possible convenience for both parties. A final decision will be made and communicated to the complainant within 5 working days of the hearing.

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