

## SECTION 17

# RESOLVING PARENT CONCERNS

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## 17.1 Introduction

At some time in your child's schooling you may find that there is an issue that causes you concern. The school realises that this may happen and encourages parents to come forward as early as possible if they would like to discuss any issue affecting their child's education. It is in everyone's interest that concerns are resolved at the earliest possible stage and our policy is to take them seriously so that they can be resolved before they develop into a problem. Most issues are resolved very quickly, as parents may simply require more information, or there may be a misunderstanding, or the matter may be resolved with a simple acknowledgement of a mistake and an apology.

## 17.2 What to do first

Experience shows that most parental concerns can be sorted out quickly by speaking with the child's class teacher, homeroom teacher, leader of learning, or leader of student development. Staff will make every effort to resolve the problem informally within one week. They will make sure that they understand the concern and explain their actions to parents. The school understands that sometimes it may be difficult to discuss a concern with a particular member of staff. In these cases, the matter can be referred to another more senior member of staff. Where the concern is related to the Head of School, it can be referred directly to the Managing Director.

## 17.3 What to do next

If parents are not satisfied with the response of the teacher, homeroom teacher, leader of learning and no solution has been found, the concern should be passed on to the leader of student development. This could be in writing or through making an appointment to discuss the problem. If parents are not satisfied with the response of the pastoral leader and no solution has been found the concern should be passed on to the Head of Primary/Secondary. This could be in writing or through making an appointment to discuss the problem. At this point, the parent may also be dissatisfied with the way the concern was initially handled. The Head of Primary/Secondary will meet with the parent to discuss the problem within one week. A friend or someone else may accompany the parent if they so wish. The Head of Primary/Secondary will conduct a full investigation and may interview any members of staff or pupils involved. The parent will then receive a response to their concern within one week of the meeting.

## 17.4 Further Steps

If parents are still not satisfied with the response of the Head of Primary/Secondary and no satisfactory solution has been found they can take the concern to the Head of School, either in writing or by making an appointment to discuss the problem. At this point, they may also be dissatisfied with the way in which the concern has been handled so far. The Head of School will meet with the parent to discuss the problem within one week. A friend or someone else may accompany the parent if they so wish. The Head of School will conduct a further investigation and may conduct further interviews with members of staff or pupils involved. The parent will then receive a response to their concern within one week of the meeting with the Head of School. The Head of School may choose to be involved earlier in the process to enable the concern to be resolved more quickly.

## 17.5 If the matter is still not resolved

If parents are not satisfied with the response from the Head of School, they may contact the Managing Director. This referral will be to review whether the initial investigation is fair and reliable and to ensure there is no miscarriage of justice. The Managing Director will either confirm the decision or ask for a further review of evidence and then make a final decision. Parents are informed in writing of the decision.