

POLICY: CONCERNS from PARENTS

INTRODUCTION

The School has a recognised, accepted and published concerns policy that works well. If you have a concern that you want resolved / acted upon, then the most effective way for you to get action is to follow the procedure outlined below.

The school encourages open communication and prefers that you come to talk through a problem rather than discuss it in the community. It is our job to be fair and listen to your concerns, but this involves your support as well.

Prompt action and fair measures are in the interests of all staff, parents and students.

GUIDELINES: WHAT DO I DO IF I HAVE A CONCERN?

If you have a concern or issue with regard to your child or about the School, then it is OK to express that concern through following this procedure.

A concern should first be discussed with the the person responsible or the person whom will have the best knowledge.....this may be a teacher, leadership team member, sports body rep or whomever is acting for the school.

- If the matter involves the classroom programme or a teacher, write a note, email or telephone the school with a view to making a time to discuss the concern with the teacher. The staff member concerned may not be able to talk to you when you approach them, so it is best to make a time when you are both free.
- Indicate before the discussion what the concern is about.
- Talk with the relevant staff member about the issue and be prepared to listen to their point of view (There are always 2 sides to any issue)
- Provide feedback to the teacher as to whether you were satisfied or not, to ensure the problem is settled.

WHAT IF I DO THIS BUT THE PROBLEM IS NOT SOLVED, OR IF THE CONCERN DOES NOT INVOLVE A PARTICULAR TEACHER?

(It may be that if your concern has not been addressed or resolved, then consideration may be given to moving to the next stage)

- Approach the Team Leader responsible for that area of the school.
- If you do not know any of these people or feel they may not be able to help, contact the Principal. Write down the details of your concern and the steps you have taken to remedy the situation.
- The concern will usually be dealt with by the Principal, but in some instances may be referred back to teachers, leadership team or to the Board of Trustees.
- If your concern relates to the Principal or Board of Trustees you should write to the Chairperson of the Board outlining your concerns in detail, including your name and contact telephone number.
- Anonymous concerns/letters will not be responded to.
- Consider also that your communication may need to be shared with others for feedback and comment. Remember that you are requesting the Principal to act on your behalf to find and deliver a resolution for you.
- If you are still unhappy with the outcome, the final step is to write a *letter of complaint* addressed to the Board of Trustees. This is a last resort, and only to be done once the other steps have been completed.

In short, the procedure is:

- First.....discuss your issue with the teacher, or the person concerned.
- Next.....if not resolved to your satisfaction, then contact the team leader or Principal, explain the issue and request an appointment or his/her attention to the matter.
- If the Principal fails to resolve your issues/concerns, then the Board encourages you to lodge a formal complaint in writing to the attention of the Chairman.
- The Principal and Board welcome constructive criticism and seek suggestions for improvement.

USEFUL TIPS

- Approach a teacher with your concern when they are not teaching
- Problems should not be discussed in front of children.
- We ask that staff show respect for you and ask that you show respect for them.
- The first person you should see regarding your concern is the person closest to the problem.
- There are usually two sides to a story.
- If you have concerns regarding a child, you must approach the school NOT the child.
- We will only know of your concern if you tell us.

CONCLUSION The Principal, Staff and Board of Trustees will endeavour to resolve the concern/issues to mutual satisfaction of all parties.

Concerns Procedure

These procedures will provide Board members, all staff, students and parents with clear and consistent guidelines for raising concerns.

