
Expressing a Concern - Notes for Parents

If you have a concern we would like you to tell us about it so that we can talk with you and see how best to resolve your concern. We welcome suggestions for improving our work in the school, and whatever your concern, please know that we will treat it as confidential.

Please be assured that no matter what you wish to share with us, our support and respect for you and your child will not be affected in any way.

Please do not delay telling us of your concern. It is difficult for us to investigate properly an incident or problem which is more than a day or two old.

After hearing your concern we shall act as quickly as we can. Please allow time for any action we may take to be effective.

What to do first:

Please contact your child's class teacher (or other appropriate member of staff) and arrange a time when you can discuss your concern. It may be possible for you to see the teacher straight away but usually it is better to make an appointment so that you can sit and talk things through.

If you feel your concern has not been fully addressed:

Please ask for an appointment with the Head Teacher. If you wish to do so, it is helpful if you can give a brief outline of your concern when you make the appointment. After your discussion with the head Teacher you may have to wait a short time while investigations are carried out.

Every effort will be made to resolve the situation as quickly as possible and the Head Teacher will send you a written response.

If you are still unhappy with the response to your concern:

The problem will normally be solved by this stage. However, if you are still not satisfied you may wish to write to the Chair of the governing body.

The Chair of the governing body will probably discuss the matter with the Head Teacher and

may arrange for a further investigation. S/he will then write to you to say what s/he has decided to do in response to your complaint.

Further action:

Finally, if the complaint has still not been resolved you may ask for your complaint to be heard by the Complaints Committee of the governing body. The Complaints Committee would hear representations from you, from the Head Teacher and from any others involved and come to a decision.

For further guidance on the procedures outlined above, please refer to our Complaints Policy.

Coulsdon CE Primary School
Bradmore Green
Old Coulsdon
Surrey
CR5 1ED

01737 554789

Coulsdon CE Primary School

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Concern

A guide for Parents

Coulsdon CE

School

Primary



**The following advice is offered to Parents
of Coulsdon CE Primary School.**