

Belton C of E Primary School

Dealing with worries & concerns - parent leaflet



What to do if you have a worry or concern

At Belton C of E Primary School, we work very hard to create a friendly welcoming environment where children are happy to learn and achieve and where families are welcome as genuine partners in the process.

If you have a concern, and you let us know about it, we will always aim to resolve it as quickly and as painlessly as possible. Our staff are available each day and we encourage parents to let them know about any worries before they become a problem.

As a matter of daily routine, we are likely to receive numerous contacts from parents and other interested parties. The vast majority of these will be resolved simply by providing information or through the arrangement of an informal meeting.

What should you do first if you have a concern or worry?

For all day to day matters or matters relating to your child, tell the class teacher. You can do this in one of the following ways: Approach the teacher at the beginning or end of the school day and ask for a brief meeting/appointment; Leave a message with the school office for the teacher to contact you; Send a brief note to the teacher outlining your concern and asking them to contact you.

Explain clearly what you are concerned about. Describe the problem. Try to give us as much factual information as possible.

Give us an opportunity to respond. If possible, we will listen to your concern and answer any questions there and then. We may need to check some information or speak to other people. Sometimes we may need to come back to you at another time. We will try and tell you straight away when this is likely to be.

If you feel that a member of staff has not answered your concern or if your concern is of a more serious nature, ask for an appointment to see the head teacher. She will ask you for details of the concern and will check what has already been done. She may need to carry out an investigation. In most circumstances this will be done within a day or two of your meeting but if it takes longer, she will explain why it needs more time.

(Therefore the initial approach should normally be made to the school office, or to the individual class teacher who is likely to be able to provide the necessary information.)

By this point, most problems have been sorted out. However, very occasionally, we may need a more formal approach to deal with more complex concerns and the school has a formal complaints procedure, a copy of which can be requested from the school office.

