

Aidanfield Christian School

Board of Trustees

Legal Responsibilities Policy Procedures for:

Concerns & Complaints

“How Parents May Communicate Their Concerns” Pamphlet

This procedure is designed to help all in the school community understand what to do if there is a concern about some aspect of the school.

The school encourages open communication and prefers that issues are talked through in an open and constructive manner rather than discussed in the community as gossip.

True to our biblical foundations and expressed values we encourage all issues to be first addressed to the person to whom the concern relates. If a suitable conclusion is not reached then going to the next level is encouraged as outlined below.

Parent Complaints

If the matter involves a classroom programme or a teacher, the following steps are to be followed:

1. The parent should write a note or phone the teacher concerned at school with a view to making a time to discuss the concern.
2. The parent needs to inform the teacher before the meeting what the concern is about.
3. It is hoped that the concern can be resolved by open discussion between the parent and the staff member. If appropriate, either the staff member and/or the parent may invite a support person to the meeting.
4. The parent shall provide feedback to the teacher as to whether they are satisfied or not, to ensure the problem is settled.
5. If the issue is not resolved, the parent (or teacher) should contact the relevant Head of School and communicate a full account of the concern and developments to that point.
6. The Head of School will ensure the concern is addressed, and will give an account of how it was addressed to the parent.
7. If the matter is still unresolved then the parent (or teacher) should approach the Principal who will investigate the issue and advise on the next course of action.

Complaints against a Senior Leader in the School

If the concern is with School Senior Management (i.e. Principal, Head of School), these steps are to be followed:

1. The parent will contact the person who they have an issue with to arrange a time to discuss the concern.
2. If the concern is not resolved through discussion, the parent should contact the Principal or Chairman of the Board if it is the Principal with whom the issue lies.
3. The Principal or Board Chairman will ensure the concern is addressed, and will give feedback of how the matter was addressed to the parent.

Complaint involving School Policy or Procedure

If the concern is over a School policy or procedure, the parent is to write a letter to the Principal outlining their concern. The Principal will, in the first instance, discuss the matter with the Chairman of the Board then, if appropriate, bring the matter to a full Board meeting.

The Principal will write to the parent describing the outcome of their complaint.

At the Conclusion of a Complaint

It should be noted that all parties within the school should and will endeavor to be fair and to listen to concerns. In doing this, there is a commitment to resolving any issues raised. On occasion it may be that the outcome of a complaint is not satisfactory to the person bringing the complaint. It should be noted that bring a complaint is not a guarantee of gaining a desired outcome. The school reserves the right to make decisions that it feels are in the best interests of pupils, staff and parents.

Adopted on:

Date for Review:

HOW PARENTS MAY COMMUNICATE THEIR CONCERNS



This sheet is designed to help parents and guardians understand what to do if you are concerned about some aspect of the school. 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 to listen to your concerns, but this involves your support as well. We hope that these guide-lines are so helpful so you can feel confident to approach us.

WHAT DO I DO IF I HAVE A CONCERN

If the matter involves the classroom programme or a teacher, write a note or phone the teacher concerned, at school, with a view to making a time to discuss the concern. The staff member concerned may not be able to talk with you immediately so it may be best to arrange another time.

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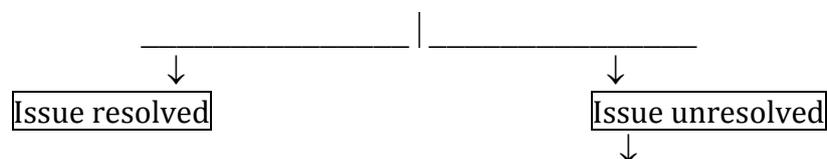
Indicate before the discussion what the concern is about.

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Talk with the relevant staff member about the issue and be prepared to listen to their thoughts.

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Provide feedback to the teacher as to whether you were satisfied or not, to ensure the problem is settled.



Approach the relevant Head of School as appropriate.

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The Head of School will ensure the concern is addressed.

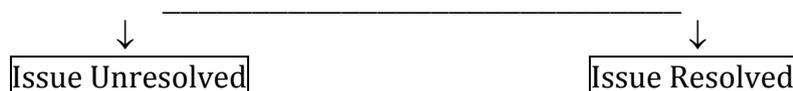


Approach the Principal who will investigate the issue and advise on the next course of action

CONCERNS WITH SENIOR SCHOOL MANAGEMENT

Make an appointment to talk with the person about the concern and be prepared to listen to each other.

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If the concern is with the Principal and has not been resolved, contact the chairperson of the Board of Trustees.	If the concern is not with the Principal and has not been resolved, contact the Principal
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HANDY HINTS

Approach a teacher with your concern when they are not teaching

Problems should not be discussed in front of children – either at school or at home.

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

If you have concerns regarding a pupil you must approach the school not the pupil

We will only know of your concern if you tell us

Remember:

- ❖ In general where there is a concern with any staff member you should in the first instance discuss the issue with that person
- ❖ It is school policy for all staff to respond promptly to parental concerns and provide feedback on action planned.