

GRIMOLDBY PRIMARY SCHOOL

PLEASE TELL US ABOUT YOUR CONCERNS

INTRODUCTION

In this school, all the staff are dedicated to giving all the children the best possible education and caring properly for their health, safety and welfare at all times. We are committed to working closely with parents and believe that the school and parents should work in partnership, each carrying out their particular responsibilities to help the pupils gain the most from their time at school.

If you feel that something is not going quite as you would like it to, we are doing something you are unhappy with, or not doing something you feel we should **PLEASE TELL US ABOUT IT.**

In the first instance, please discuss your concern with your child's class teacher, or the particular teacher most closely concerned.

If, after doing this you do not feel that your concern has been properly addressed, or if your concern is about a particular teacher, please discuss the matter with the Headteacher.

If, after doing this you are still not satisfied, you can address a formal complaint to the Governors of the school.

THE FIRST STEP

As a first step, if you are unhappy with anything about the school, please talk to the teacher most involved.

Usually teachers are available for a short while after classes have finished, but to make sure that the teacher has time to listen properly to what you have to say, it may be worth telephoning the school to make an appointment.

The teacher will not only try to address your concern but will report the matter to the Headteacher so that she is aware of your concern and what is being done about it.

THE NEXT STEP

Very occasionally, it may be that your concern cannot be resolved by the teacher, or you may feel that the situation has not altered, If this is the case, you should raise the issue with the Headteacher yourself.

It would be helpful to telephone the school and make an appointment so that the Headteacher can set aside the time to sit down and talk through the situation carefully with you.

TAKING MATTERS FURTHER

We would expect most, if not all complaints to have been resolved through the stages described so far. In exceptional circumstances, however, this may not be the case and you may wish to pursue the matter further and more formally.

Matters relating to the internal management and organisation of the school, discipline within the school and other such matters would normally be raised with the Governing Body in the following manner.

1. You should set out your concern in writing and address it to the Clerk of the Governors.
(Address as given below)

If for some reason you do not feel that you can do that, please telephone the Clerk, explain that you want to make a complaint but are unable to set it out in writing. The Clerk will produce a typewritten statement of your complaint at your instruction, for you to sign.

2. The Governors will then meet formally to consider your complaint. They may invite you to come along and amplify what has been written down, and they may well invite other people to give their point of view on what you have said.

The Governors will then have to make a decision in the light of what they have been told. This decision of the Governors is normally final.

Address for Contact of Clerk to the Governors,

The Brambles,
Meadow Lane,
North Cockerington,
Louth,
Lincs.
LN11 7ER

Telephone: 01507 327187

Signed Mrs M. Barnes

Date Reviewed May 2009

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