



## If there is something you are concerned about.....

### We care about what you think:

At school we make many decisions every day. We always do our best for our pupils. Your views help us plan for the future, we like to know when things are going well but we also want parents to tell us about their worries, concerns or complaints as soon as possible. Our support and respect for you and your child will not lessen in any way.

It is much easier for us to sort out a recent worry/ problem than something that happened some time ago.

If you have any concerns please contact firstly your child's classteacher, then Mrs. Annette or Mrs. Green for further discussion if needed.

### Our promise to you:

- We will deal with your concern honestly and politely.
- It will be looked into thoroughly, fairly and as quickly as possible.
- We will keep you up-to-date with what we are doing.
- We will apologise if we have made a mistake.
- We will discuss with you what we are going to do to put things right.

We ask that at all times our Staff are treated with respect.

## If there is a complaint...

If a complaint needs to be made after all the above avenues have been explored, a full copy of the complaints procedure is available from the School Office or by email.

