

St. Alban's is a school that values each and every child and seeks to have positive relationships with all parents so that we can work together to achieve the best that we can for our children.



Occasionally however, something may happen at school that you are concerned or worried about. It might be an incident in school that you are upset about or need more information on, or it could be a more general concern about progress or friendships. Whatever your concern is, we will want to help resolve it.

Please try to remember the following:

1. We like your children! We want the best for them! That is why we are here, doing the job we do. If something has gone wrong we will want to do our best to sort it out. It is not in our interests for any of the children to be upset – or the parents!
  - When you talk to your child, stay calm and get information carefully.
  - Remember you are hearing information from a child: they may not have the whole story or may only be telling you part of it.
2. Partnership is the key to a happy school. We will want to resolve your concern.
  - You may want to ring straight away or pop back in to talk to us.
  - You may want to see the class teacher or headteacher in the morning.
  - We know it is sometimes difficult for working parents to get in and often a short phone call is all that is needed to sort things out.

- Be aware that once we have heard your concern, we may need time to investigate an incident and then meet with you again or return your call.

3. Most issues are easily resolved in this way. Most of the time, a chat with the teacher will enable them to sort an issue out or reassure you by explaining or giving you more information.

**If you do not feel that the issue has been resolved** with the class teacher, or you feel that you have a complaint, then you need to talk things through with the Headteacher, Mrs Frost. She will want to know and will also want to help to resolve the issue.



Mrs Frost is often available in the mornings or after school but it may be best to make an appointment if you can. You can do this via the school office or by ringing 638 6373.

We know that for most parents, first and foremost they want their children to be happy. We also know that unhappy children do not learn well so again, it is in our interests to sort any problems out. Please trust that we want to resolve any problems with you.

If you do not feel that your concerns have been addressed, please **CONTINUE TO TALK TO US**. It can be hard if you do not feel that something has been resolved or if the same problem comes up again: we understand that. Please continue to work with us – we will want to resolve it for you and your child.



It is very unusual for complaints to remain unresolved after going through these steps. However, if you do not feel your concerns have been resolved, there is a further leaflet for parents called “Guidance for Parents on School Complaints” which you may request from the school office. This will give you further guidance on the complaints procedure.

If you wish to pursue a complaint more formally, you may also wish to obtain a copy of the School Complaints Policy from the website.

It is rare that parents at St. Alban’s would choose to air concerns in an inappropriate manner but sadly, it does occasionally happen.

**PLEASE REMEMBER:**

Problems do not get resolved on facebook or other social networking sites. This can really damage your relationships with staff who, inevitably will get to know what you have said. The school will take legal advice where slanderous or defamatory comments are made about the school or individual members of staff.

If you would like support with your complaint, particularly if it involves your child’s special educational needs or disabilities, you may wish to get support from “WIRED”, a parent partnership organisation who can provide independent advice. They can be contacted on 0151 522 7990.

# St.Alban’s Catholic Primary School

## What to do if you have a concern about your child in school

A guidance and information leaflet for parents