



St Mary's Bryanston Square School

Parental Concerns Procedure

If you have a concern, we like to know as soon as possible so we can deal with them. To help you get the support and help you need, please follow this procedure:

1a. In the first instance, please speak to the **classteacher**. He/she is usually available at the beginning and end of the day.

1b. Alternatively, if your concern is of a personal nature, you may feel more comfortable discussing this with **Mrs Leith** our Learning Mentor.

If your concern is about safeguarding, please arrange to see Miss Norman straightaway.

2. If you require a lengthier meeting to discuss your concerns, please make an appointment to see the **classteacher** after school (this can be done via **Ms Lo** in the school office).

3. If you have already raised your concern with the **classteacher**, and don't feel it has been resolved, please make an appointment to see a senior member of staff. You should see **Miss Granite** (Deputy Head) if your concern is about behaviour or any aspect of the curriculum. You should see **Ms Bowden/ Mrs Sprackling** (SENCo) if your concern is about Special Educational Needs or disabilities. They will be happy to discuss your concerns with you.

4. If you are still concerned after seeing a senior member of staff, you may schedule an appointment with the Headteacher, **Miss Norman**. Appointments can be made through **Ms Lo** in the office.

5. After you have seen the Headteacher to discuss your concerns, there is the option to take up your concerns with the **Governors** of the school if you are not satisfied. The school's complaints procedure provides the guidelines on how to do this.

*NB If you have a concern relating to a club, please speak to the school office about this and they will direct you to the person who can best deal with your concern. If it relates to After School Club, please speak directly to **Mrs Arnold**.*

We take your concerns and suggestions very seriously and hope you will find that in discussion we are able to resolve any issues you may have. Please do not ever raise your concerns with another parent, but come directly to the school. We ask you to abide by our school values of love, honesty, curiosity, forgiveness, respect and ensuring others feel safe when raising your concerns. Thank you.