



St Mary's Bryanston Square School

Parental Concerns Procedure

As a school it is vital that we develop positive working relationships with all of our families, here at St Mary's Bryanston Square. Occasionally, there may be instances where you as a parent would like to discuss or raise a matter with the staff at school related to your child. We will always endeavour to work together in the best interests of the children at St Mary's Bryanston Square and ask that you see the procedure below if you need to raise a matter of concern.

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 may need, please follow this procedure:

1. In the first instance, please speak to the class teacher. He/she is usually available at the beginning and end of the day. ***Where there are currently restrictions in place, firstly we will hold a telephone meeting with parents, though should the matter require it, we will hold socially distanced meetings.***
2. Alternatively, if your concern is of a personal nature or related to a safeguarding matter, you may feel more comfortable discussing this the SENDco, Anna Sprackling or Deputy Headteacher, Mrs Sasha Marius-Beeko.
3. If you require a lengthier meeting to discuss your concerns, please make an appointment to see the class teacher after school (this can be done via Ms Lo in the school office).
4. If you have already raised your concern with the class teacher, and still feel you wish to speak to a senior member of staff, please make an appointment via the school office.

You should see:

- Mr Knight (Assistant Headteacher) or Mrs Marius-Beeko (Deputy Head) if your concern is about the school curriculum or behaviour.
- Miss Sarah Philpot if related to any aspect of the Early Years.
- Mrs Anna Sprackling (SENDCo) if your concern is about Special Educational Needs or disabilities.

5. If you are still concerned after seeing a senior member of staff, you may wish to schedule an appointment with the Headteacher, Lee Duffy. This can be done through Ms Lo in the office.
6. 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. Please ask the school office for guidelines on how to do this.

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 all members of our school community to abide by our school values of:

*Love, Honesty, Curiosity, Forgiveness, Respect
and ensuring all others feel safe when raising your concerns.*