

# Concerns, Questions or Suggestions

Wednesday 11<sup>th</sup> October 2017

Dear Parents and Carers,

In response to recent feedback, staff and governors of Castle Hills would like to offer the following information as a quick reference guide to support you should you wish to raise a concern at school.

## **Step One:**

- ✓ All queries regarding classroom routines, teaching and learning, friendship groups, homework, trips/visits etc. must be directed to your child's class teacher.

However, if your concern is of a confidential nature then please contact our Parent Support Advisor, Mrs Dawn Jobes.

## **Step Two:**

- ✓ Following the opportunity, by class teachers, to resolve your query, if you are still unhappy, please contact one of the following senior members of staff:
  - Mrs Karen Brown (Phase Leader Years 4, 5 and 6 and Inclusion Champion)*
  - Mrs Sarah Cronin (Phase Leader F1, F2, Years 1, 2 and 3)*

## **Step Three:**

- ✓ If, after discussions with senior members of staff, you still wish to discuss the matter further, please contact:
  - Mr Neil Harris (Assistant Headteacher)*
  - Mrs Sarah Cronin (Deputy Headteacher)*

## **Step Four:**

- ✓ After meeting with the Assistant Head or Deputy Head, if the query is still not resolved to your satisfaction, it can then be referred, in writing, to the Headteacher, Mrs Sarah McBride.

## **Step Six:**

- ✓ In the unlikely event that your query has still not been resolved, you can refer the matter to the Chair of Governors, Mrs Jenny Gravells, either in writing to the school address or alternatively the school can ask the Chair of Governors to contact the parents/carers directly. The Headteacher can also refer the matter to the Chair of Governors.

Concerns that are immediately raised to the Headteacher or Chair of Governors without following the above steps will be referred back to the class teacher.

Yours sincerely

Mrs S McBride

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Headteacher

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