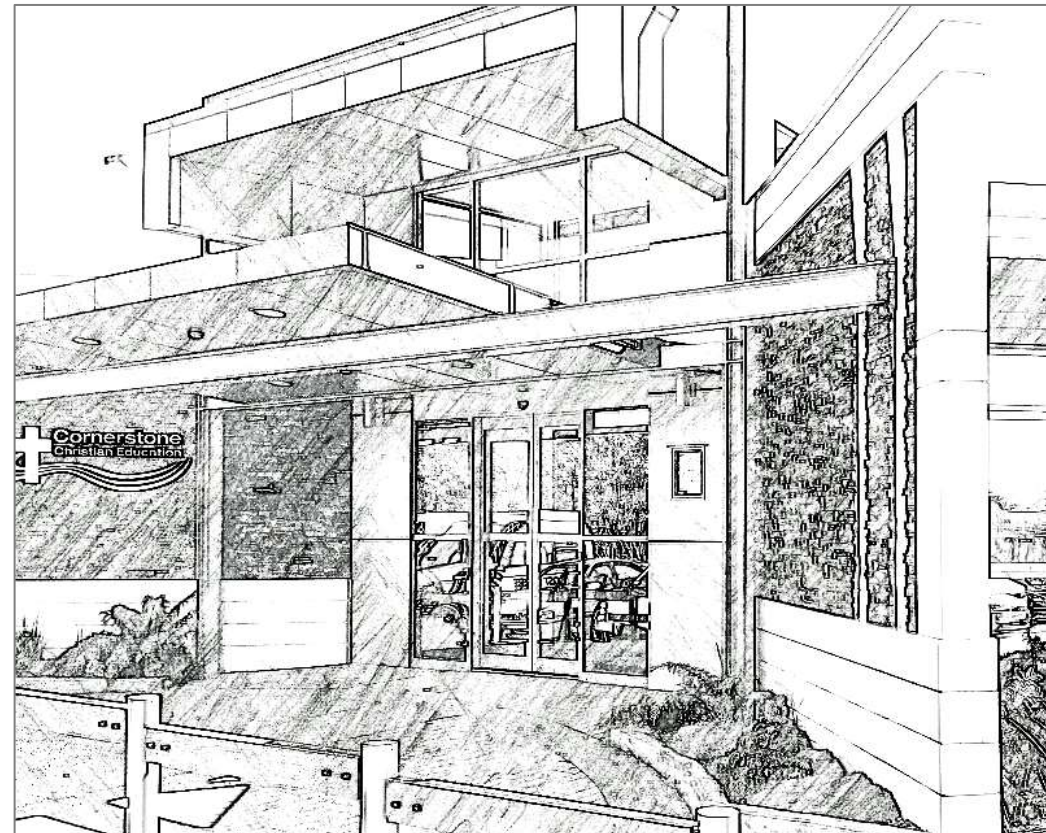


- ➔ We will only know of your concern if you tell us.
- ➔ We prefer that you come to talk through a problem rather than discussing it in the community or via social media.
- ➔ If you have concerns regarding a student you must approach the school NOT the pupil.
- ➔ Approach a teacher with your concern when they are not teaching.
- ➔ Problems should not be discussed in front of children, either at school or at home.
- ➔ The first person you should see regarding your concern is the person closest to the problem.
- ➔ We ask that staff show respect for you and ask that you show respect for them.
- ➔ Try the 3/1 rule. Before you express your concern, think about three things that are going well and express those first.
- ➔ Please note that unsigned complaint letters will not be considered.

This sheet is designed to help parents and guardians understand what to do if you are concerned about some aspect of the school. It is our job to be fair and to listen to your concerns, but this involves your support as well. We hope that these guidelines are helpful so you can feel confident to approach us.

Communicating Your Concerns



What do I do if I have a concern? Most concerns can be resolved informally by discussions with the people concerned.

