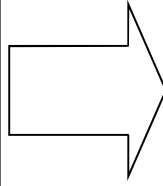


Stage 1

If parents/carers have a concern they should start by speaking with their child's class teacher or teaching assistant. All teachers are on the playground with pupils before and after school each day. While this isn't a great place to have a private discussion, it gives parents an opportunity to raise any concerns briefly and to arrange a meeting if necessary.

Teachers can also be contacted by email. Usually, this interaction between class teacher and parent/carer resolves

“Create, discover and succeed together”



Stage 2

If this approach is not appropriate, if the concern is about the staff member, or if the meeting fails to resolve the concern, the parent/carer should arrange to meet with the child's senior teacher. If parents/carers are unsure about which staff member is the child's senior's teacher, they should ask at the school office or consult the staff structure page of the information section of the school's web site at www.canonburyprimaryschool.co.uk.

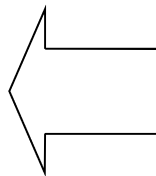
If a concern relates to bullying or social exclusion, it may also be helpful to ask if the school's community cohesion leader can be present.

Stage 3

If this fails to resolve the issue then it should be raised with the Headteacher, or in his absence, one of the Deputy Headteachers.

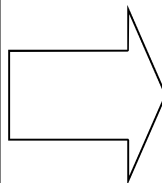
Parents/carers can make an appointment via the school office. When the request for an appointment is made, the office will ask for some background information to allow the Headteacher to prepare for the meeting to ensure a successful outcome wherever possible. Parents/carers can choose to give the information verbally or on a confidential form in a sealed envelope which the office will provide.

The meeting with the Headteacher aims to identify how the concern can be resolved and the steps which need to be taken. These will be clearly outlined at the end of the meeting and further follow up meetings may be arranged as a



Stage 4 – Official Complaints procedure - Informal Stage

If at the end of this process, the parent/carer feels that the concern has still not been satisfactorily resolved, they should consult the school's official **Complaints Procedure** (available on the school website or from the office) and follow the steps outlined in the Informal Stage.



Raising Concerns and seeking help at Canonbury School