



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.
2. Alternatively, if your concern is of a personal nature or related to a safeguarding matter, you may feel more comfortable discussing this with a member of the Senior Leadership Team.
3. If you require a lengthier meeting to discuss your concerns, please make an appointment to see the class teacher after school (arranged 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:

- A Senior Leader (Mrs Stepinska or Mrs Schroer) or Mrs Marius-Beeko (Deputy Head) if your concern is about the school curriculum or behaviour.
 - Mrs Stepinska if related to any aspect of the Early Years.
 - 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 is via Ms Lo in the office.
 6. After you have seen the Headteacher to discuss your concerns, should you still not be satisfied in relation to your complaint, we would then refer you to our formal complaints procedure.
 7. 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
& ensuring all others feel safe when raising your concerns.*