



Preston Candover CE Primary School

How to raise concerns with us

This document should be read in conjunction with the complaints policy, which is available on our website.

We consider a close partnership with parents and carers to be essential for the well being of the children. Our aim is always to resolve any issues or concerns that parents or carers may have as quickly and efficiently as possible. In order for us to do so, and to safeguard the wellbeing of our staff and pupils, it is important that parents and carers respect the following:

1. Staff should only be approached regarding school matters, when they are at work and cannot comment on issues or complaints that are presented to them outside of school.
2. Concerns should be addressed to the class teacher or person who was most heavily involved in the incident, unless it is of a personal nature to do with that staff member, in which case it should be addressed to the Headteacher.
3. The tone of the conversation should be courteous and respectful at all times.
4. Each complainant will represent their own views and should not seek to present themselves as a self-appointed spokesperson for others. Complainants should not use social media/email/texts to influence others.
5. We aim to deal with all complaints efficiently and work to resolve them quickly.
6. Safeguarding and child protection concerns will be dealt with immediately. Please contact the Designated Safeguarding Leads, Mrs Otway, Mrs Hulme and Mrs Meier.

We thank you for your support.