



Preston Candover CE Primary School

Sharing concerns with the school.

We value the partnership with parents and carers as it is integral to the wellbeing of the children. Our aim is to resolve any questions, issues or concerns that parents or carers may have as quickly and effectively as possible. To ensure the safety and the wellbeing of our pupils and staff, we want to emphasise the following:

1. Efficient Resolution

- The school aims to deal with concerns and complaints efficiently and will work to resolve them during school hours.

2. Safeguarding and Child protection

- Safeguarding and child protection concerns will be dealt with immediately. Please contact the Designated Safeguarding Lead, Mrs Otway or the Deputy DSLs: Mrs Hulme, Mrs Meier and Mrs Forrest.

3. Appropriate timing for school matters

- Staff should only be approached regarding school matters when they are at work and cannot comment on concerns or complaints that are presented to them outside of the school.

4. Contact points for concerns

- Concerns should be addressed to the class teacher or person who was most involved in the issue, unless it is regarding a member of staff, in which case it should be addressed to the Headteacher.

5. Individual representation

- Parents/carers should represent their own views and refrain from presenting themselves as the self-appointed spokesperson for others.

6. Cyber bullying

- Cyber bullying is a very real problem which we have seen become more prevalent in society and in schools. We emphasise the importance of using digital platforms responsibly and urge parents not to resort to using these channels or group chats as a means to criticise or threaten school staff, management or children. We are committed to addressing cyber bullying issues to ensure a safe environment for all.

7. Respectful communication

- The tone of communications must be respectful and courteous at all times.

8. Role modelling

- Children learn from their experiences. When we have respectful relationships and interactions with others the children learn from that and it sets the foundation for their words, behaviours and attitudes.

9. Positive feedback

- We appreciate positive feedback and compliments are always shared with the team.

This document should be read in conjunction with the school's Communication and Complaints policies, which are available on our website.

Thank you for your support in helping to create a positive environment.

Love Hope Justice

