

ST BARTHOLOMEW'S SCHOOL

GUIDANCE FOR PARENTS WITH CONCERNS ABOUT THE SCHOOL

Approved by Learning and Achievement Committee, Autumn 2006
Approved by Full Governing Body, Autumn 2006
To be reviewed Autumn 2009

Purpose

We are committed to improving the quality of education we provide to individual students. If you have worries or concerns about your child's education, or related matters, you should contact the school. This guide is intended to help you so that you can:

- talk to the right person.
- resolve the problem quickly.

Guidelines

When you have a concern, ask yourself the question 'Who can best deal with it?' Is it

- the subject teacher
- a member of the office staff
- the tutor or a member of the House staff.

How best to communicate?

- For subject enquiries, use the Subject Hotline: 01635 576358. Calls will be passed to the relevant teacher and monitored to ensure that all queries are dealt with promptly.
- For other enquiries, contact the tutor or house head with a note in your child's planner or, alternatively, contact the school office or write to the school.
- Study days provide an opportunity for you to speak with your child's tutor. Study days are held once a term, although the summer study day is a priority for year 10 students.

What will happen when I telephone the school office?
(01635 521255 or e-mail stbartad@st-barts.org.uk)

The receptionist will either:

- connect you to the member of staff you require, or
- take a message. We will return your call within one working day.

If you write, we will acknowledge your letter within three working days.

What happens if you are not satisfied with the response?

If you remain concerned, it will probably be most appropriate to contact the person's line manager e.g.,

Subject Teacher	➔	Head of Faculty
Tutor	➔	Head of House
Office Staff	➔	Principal Administrator
Head of Faculty	➔	Deputy Headteacher Curriculum: Teaching & Learning
Head of House		Deputy Headteacher Curriculum: Learning & Achievement
Principal Administrator	➔	Head Teacher
Site issues (including lettings)		Facilities Manager

What happens if you remain dissatisfied?

You should write to the Headteacher seeking an appointment. He will offer you an appointment within one working week.

What do I do if the matter is still not resolved?

Write to the Chair of Governors, c/o the school, who will refer the matter to an appropriate group of Governors who will hear your complaint within four working weeks.

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Signed by Chairman

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Date