



Ranvilles Junior School Concerns Procedure

1. ACCESSIBILITY

This procedure is available in large print or Braille. Please contact the school office who will be happy to arrange this for you.

2. PURPOSE OF PROCEDURE

The purpose of this procedure is to clearly lay out the requirements, flow and timescales for making a formal complaint.

3. APPROVAL

Approval date April 2017

Approver signature:

Approver position: Chair of Governing Body

Date for next review: April 2018



4. RAISING A CONCERN

At Ranvilles Junior School we endeavour to investigate and deal with informal concerns as soon as possible. There are a number of avenues parents and carers may use to voice their concern:

In the first instance we would advise parents to contact either the class teacher or our home school link worker who will discuss and investigate any concerns parents have about their children. If concerns continue, parents are welcome to make an appointment and speak to a member of the senior leadership team about their concerns. If parents have concerns regarding Special Education Needs they may make an appointment to speak with our special needs co-ordinator (SENCo).

5. METHOD OF CONTACT

<u>Contact</u>	<u>Method of Contact</u>
<u>Home School Link Worker</u>	<u>Our home school link worker is available in the school office between 8:30am and 9:30am and 3:30pm and 4:00pm. No appointment is necessary. Alternatively, the home school link worker may be contacted by phone or email. Where this is the case, they will contact parents as soon as possible around their teaching support commitments.</u>
<u>Class Teachers</u>	<u>This can be done in person through the school office or over the phone. The office staff will make arrangements for the class teacher to contact parents as soon as possible.</u>
<u>Senior Leadership Team</u>	<u>This can be in person or over the telephone. If a member of the team is not immediately available, the office will ensure parents are contacted at the earliest possible opportunity and an appointment made.</u>
<u>SENCo</u>	<u>Again this can be in person or over the telephone. If our SENCo is not immediately available, the office will ensure parents are contacted at the earliest possible opportunity.</u>

6. OTHER AVENUES FOR RAISING CONCERN

In addition to the one-to-one options we also hold termly 'parent chats' whereby parents are invited in to school to discuss aspects of school life.

The Friends of Ranvilles PTA also have regular coffee mornings where parents can informally chat with other experienced Ranvilles parents or the school staff representatives.

7. HOW WILL CONCERNS BE RESOLVED?

Any concerns addressed directly to the school will be dealt with by the most appropriate member of the team. Parents can expect to be informed of the outcome as agreed at the initial point of contact.

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4. INTRODUCTION

Raising a concern

At Ranvilles Junior School we endeavour to investigate and deal with informal concerns as soon as possible. There are a number of avenues parents and carers may use to voice their concern:

- Contact our home school link worker who is available in the school office between 8:30am and 9:30am and 3:30pm and 4:00pm. No appointment is necessary. Alternatively, the home school link worker may be contacted by phone or email. Where this is the case, they will contact parents as soon as possible around their teaching support commitments.
- Contact the child's class teacher. This can be done in person through the school office or over the phone. The office staff will make arrangements for the class teacher to contact parents as soon as possible.
- Speak to a member of the senior leadership team. Again, this can be in person or over the telephone. If a member of the team is not immediately available, the office will ensure parents are contacted at the earliest possible opportunity.
- If parents have concerns regarding Special Educational Needs, they can contact our SENCo through the school office.

In addition to the one-to-one options we also hold termly 'parent chats' whereby parents are invited in to school to discuss aspects of school life. The Friends of Ranvilles PTA also have regular coffee mornings where parents can informally chat with other experienced Ranvilles parents or the school staff representatives.

Any concerns addressed directly to the school will be dealt with by the most appropriate member of the team. Parents can expect to be informed of the outcome as agreed at the initial point of contact.

Currently the Home School Link Worker is Mrs Simone Turner
Currently the SENCo contact is Gayle Wallace