



19th April 2024

Dear Parents & Carers,

I am writing to remind the entire community of our complaints procedures and parental conduct policy.

In order to keep all visitors, families and children safe while on our school site, we have a very clear policy, in place for a number of years, on how the school deals with any issues relating to pupils, staff or families. While this is rarely an issue, we feel it is important to remind all members of our Parent/Carer community what the school expectations are, in order to ensure our site stays the safe and happy place we all like it to be.

This policy, which is outlined below, is for any Parent/Carer who has a concern about anything that may have happened to their child. Parents/Carers **must not** attempt to deal with these issues themselves.

The concern must be raised with the class teacher first. The class teacher must be given time to investigate and then to feed back. If there is still a concern, the Parent/Carer should ask to see a phase leader or our Deputy Headteacher. If there is not a resolution agreed, an appointment should be made to see the Headteacher.

Parent/Carers must not approach or speak to another child or adult about the concern.

The concern should not be discussed openly anywhere on the school site, particularly when children's names are being used. This includes all forms of social media: Facebook, Instagram, Whatsapp etc.

We would ask all Parents/Carers to take a little to time to read our policies shown on the web site, especially those relating to our complaints procedures and parental conduct. I have also attached a flow chart which details the route to take when raising complaints or concerns for easy access.

For pastoral support, Mrs Pires continues to be available on a Monday, Tuesday, Wednesday and Friday morning for drop-in sessions as well as contactable via the school office email.

Thank you for your ongoing support. Together by adhering to our policies we can ensure our school site is a safe and happy place for everybody.

Yours Sincerely,

Mrs G. Beckford

Acting Headteacher



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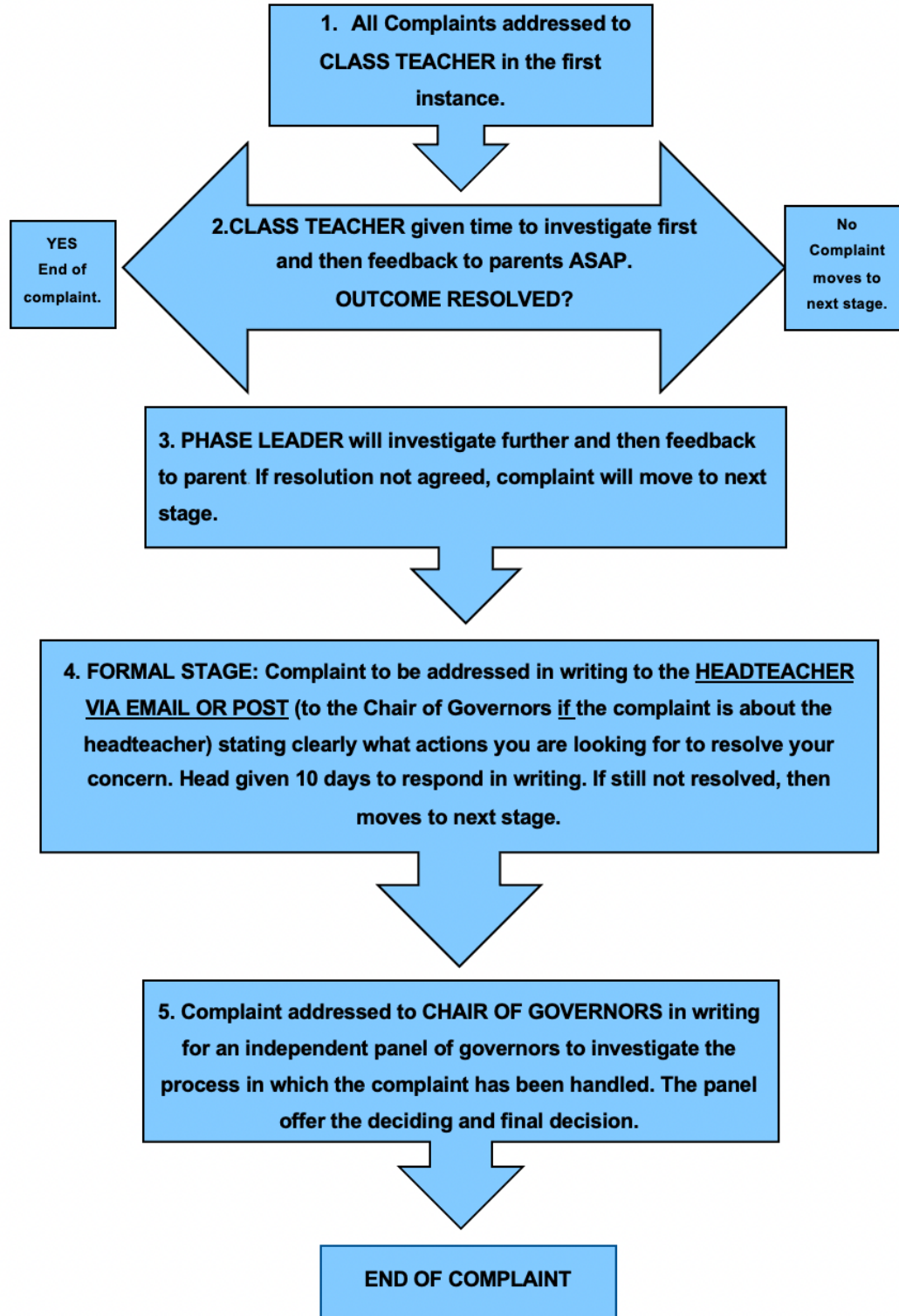
GROVE ROAD PRIMARY SCHOOL

“Our family school where all are equally valued”

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