



➔ Approach a teacher with your concern when they are not teaching.

➔ Problems should not be discussed in front of children - either at school or at home.

➔ We ask that staff show respect for you and ask that you show respect for them.

➔ The first person you should see regarding your concern is the person closest to the problem.

➔ If you have concerns regarding a pupil you must approach the school NOT the pupil.

➔ We will only know of your concern if you tell us.

Communicating Your Concerns

This sheet is designed to help parents and guardians understand what to do if you are concerned about some aspect of the School. The school encourages open communication and prefers that you come to talk through a problem rather than discuss it in the community. It is our job to be fair and to listen to your concerns, but this involves your support as well. We hope that these guidelines are helpful so you can feel confident to approach us.

"... be quick to listen, be slow to speak, slow to become angry." James 1:19

What do I do if I have a concern?

If the matter involves the classroom programme or a teacher, write a note or phone the teacher concerned, at school, with a view to making a time to discuss the concern. The staff member concerned may not be able to talk with you immediately so it may be best to arrange another time.

Indicate before the discussion what the concern is about.

Talk with the relevant staff member, form teacher, or dean about the issue and be prepared to listen to each other.

Provide feedback to the teacher, form teacher or dean as to whether you were satisfied or not, to ensure the problem is settled.

Issue resolved

Issue unresolved

Approach the Head of Primary School, Middle School or Senior College, as appropriate.

The head of school will ensure the concern is addressed. Often this will involve referral to Form Teacher, Head of Department, Syndicate Leader, Dean, Guidance Counsellor, Associate Principal or Principal.

Concerns with school senior management

(ie. Principal, Associate Principal, Heads of School, Director of International College)

Talk with the person about the concern and be prepared to listen to each other.

Issue resolved

Issue unresolved

If the concern is with the Principal and has not been resolved, contact the Chairperson of the Board of Trustees.

If the concern is not with the Principal and has not been resolved, contact the Principal.

Issue resolved

Issue unresolved

Contact the Chairperson of the Board of Trustees.

- Note:
1. In general, where there is a concern with any staff member you should in the first instance discuss the issue with that person.
 2. It is school policy for all staff to respond promptly to parental concerns and provide feedback on action planned.