

8th October 2024

Dear Parents and Guardians,

At St Chad's, we value open and transparent communication between parents, staff, and the school leadership. It is important for us to work together in partnership to ensure the best outcomes for your child.

We understand that, at times, concerns or issues may arise that require discussion and resolution. To manage this process effectively and ensure concerns are addressed in the best interests of your child, we would like to outline our **communication and escalation process**.

Communication Process for Raising Concerns

- 1. First Point of Contact: Class Teacher**
 - If you have any concerns regarding your child's learning, well-being, or experience at school, we ask that you first raise these directly with your child's class teacher. This is the best place to start, as they are most familiar with your child's day-to-day activities and can often resolve concerns quickly.
- 2. Escalation to Deputy Headteachers**
 - If, after speaking with the class teacher, the issue remains unresolved, or you feel further discussion is needed, you may contact the **Deputy Headteachers**. They will review the concern in more detail and work with you and the class teacher to find a solution.
- 3. Escalation to Executive Headteacher**
 - In the rare event that the issue is not resolved through the Deputy Headteachers, the next step is to bring your concern to the attention of the **Executive Headteacher**. They will take a broader view of the matter, ensuring that all policies and procedures are being followed.
- 4. Final Escalation: Governing Body Representation**
 - If you have followed the above steps and are still unsatisfied, you can submit a formal complaint to the school's **Governing Body**. They are responsible for overseeing the school's processes and will review the matter objectively.



Important Note: External Agencies

Please be aware that external agencies such as Members of Parliament (MPs), Ofsted, and the Archdiocese of Southwark are not able to investigate individual concerns or grievances related to the day-to-day operations of the school. It is essential to follow the school's complaints procedure for issues to be resolved effectively and in the best interests of your child.

Why Follow the Procedure?

Our complaints procedure ensures that concerns are dealt with fairly, consistently, and in a timely manner. Following this process allows us to address the root of the issue in a constructive way, ensuring positive outcomes for both your child and the school community.

We encourage all parents to communicate openly with us, and we are committed to working with you to resolve any concerns that may arise. Thank you for your understanding and cooperation in following these steps, as it ensures that we can continue to provide the best possible education and care for all children at St Chad's.

If you have any questions or need further clarification about our escalation process, please feel free to contact the school office.

Kind regards,

Isobel Vassallo

Executive Headteacher

