

- We will keep you informed of our policies and procedures and will consult you whenever a significant change is contemplated.
- We rely on your support and we welcome your comments on the school.

### **Stage 1**

**If you are concerned about a particular aspect of our work**, please arrange an appointment to discuss the matter with the Head Teacher in the first instance. Where appropriate, the Head Teacher may nominate another senior member of staff to act on his/her behalf.

The Head Teacher will listen carefully to what you have to say, establishing clearly the issue(s) of concern and, if appropriate, providing you with any relevant information.

In some cases, your concerns can be dealt with immediately; other matters may require more extended investigation. In any event, the Head Teacher will notify you, normally within five working days, of the school's response. It is anticipated that, in most cases, the above steps will result in a satisfactory solution for all concerned.

### **Stage 2**

**If you are dissatisfied with the school's response**, please notify the Head Teacher that you wish to pursue the matter further.

She will either review the proposed action or notify you of the appropriate Schools Group Manager within the Education Authority whom you should contact (\*See Useful Addresses).

Contact the named officer by telephone or by letter at Education and Children's Services Division headquarters.

The Parental Liaison Officer will investigate the matter and endeavour to resolve any difficulties. He/she will report the outcome to you, normally within five working days of being contacted.

Nearly all matters of concern are resolved through the above procedures. If you remain dissatisfied, please contact again the Schools Group Manager involved at stage 2; he/she will review the situation and/or indicate what other avenues are open to you.

In all cases, final appeal can be sought through the Chief Executive's office.

***Information contained in this Handbook is accurate at the time of compilation, but is subject to changes in rolls, staffing and resources in future.***

***Miss Zena Richardson, Head Teacher, August 2016***