



# CAEDMON COMMUNITY PRIMARY SCHOOL



Whitehall Road, Gateshead, Tyne & Wear, NE8 4LH Telephone: 0191 4334095, Fax: 0191 4334100  
 Head Teacher: Mr C Wisby B.Ed (Hons) NPQH, Deputy Head Teacher: Miss A Pallent B.A. (Hons)  
 Caedmon Primary School website address: [www.caedmonprimary.org](http://www.caedmonprimary.org)  
 School e-mail address: [caedmoncommunityprimaryschool@gateshead.gov.uk](mailto:caedmoncommunityprimaryschool@gateshead.gov.uk)

Our Ref: CW/PS

Date: 23 September 2011

Dear Parent/Carer

I am writing to let you know about the systems we have in place in school to help you deal with incidents and complaints that may happen from time to time in school. The diagram and stages below explain our policy on working with you to resolve issues and help deal with things concerning your child(ren).

## Step 1

If you have a concern or something you want clarified by the school your first port of call should be the class teacher. This gives the teacher the opportunity to listen to your concerns and put systems in place if they can in class to solve any problem. I would recommend you see the class teacher give him or her the opportunity to help you or your child. See if this has worked and then arrange another meeting with the teacher to discuss and feedback how things are going.

## Step 2

If you feel like you are not satisfied with the outcome from your interaction, discussions and meetings with the class teacher and the matter is still ongoing you should arrange a meeting with a senior teacher from the phase/key stage your child is in. The teachers are listed on the diagram below. You should explain to them what your concerns are. They will then get involved and try to resolve or help with the issue.

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### Step 3

If you are not satisfied with the outcome of seeing the class teacher and the senior teacher from your child's phase group you should make an appointment to see me. We will then discuss what has happened so far and I will get involved and find out why we have got to a stage where I have had to get involved. Hopefully this will not happen and you will be satisfied with outcomes early in the stages. If I can not solve the issues you have raised your next step is to write to the Governing Body of the school and this is step 4.

### Step 4

If you are dissatisfied with all the outcomes from seeing appropriate members of staff at school your next route is to speak to any Governor at Caedmon about your complaint.

### Step 5

Put your complaint in writing to the Governing Body and The Chair of Governors.

It is also very important for parents to come at the correct time to see your child's class teacher. Teachers are almost always available at the end of the day and this is probably the best time to see them. In the morning we have a meeting between 8:40 - 8:50 so this is not a good time. You can do this in a number of ways. Firstly, by ringing up school and making an appointment through the school secretaries to see the teacher. Secondly, by seeing the class teacher after school.

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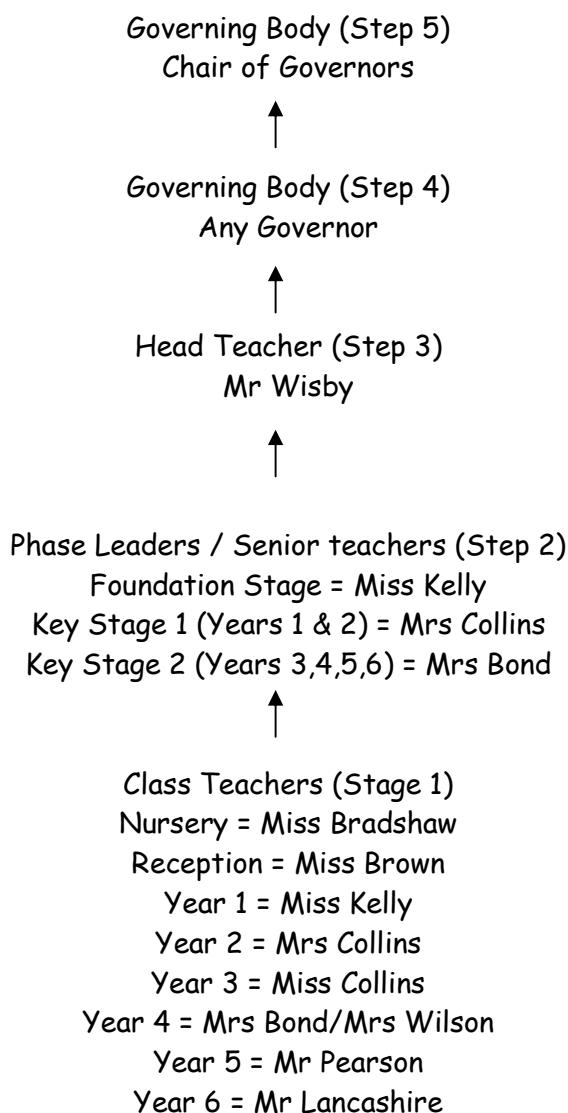


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The aim of the system above is to give you a route to sorting out any issues and help the school run smoothly.



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The senior teachers at school are as follows: Mr Wisby (Head Teacher), Mrs Collins (Acting Deputy Head Teacher), Miss Kelly (Member of Leadership team), Mrs Bond (SENCO).

Any information disclosed to Mrs Trory or Mrs Swanston in the office is confidential. You must tell Philippa or Eileen the nature of your concern so they can guide you to the appropriate member of staff.

There will be occasions when I am not at school because I attend meetings and am promoting the school in the wider community. We have a management system in place for a reason. The reason being there might be times when you can not see me for a day or two. The management structure must be used. All the teachers are aware of our systems and procedures.

Yours faithfully

Mr C Wisby  
Head Teacher

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