

# CONCERNS LEAFLET

WEST END SCHOOL

## Handy Hints

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 that you show respect for them

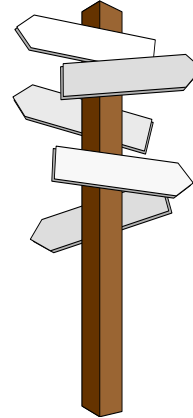
The first person you should see regarding your concern is the person closest to the problem

There are usually two sides to a story

If you have concerns regarding another child you must approach the school not the child

We will only know of your concern if you tell us

## CONCERNS



A Leaflet of Information & Assistance

### ADVICE TO PARENTS

This sheet is designed to help parents and guardians understand what to do if they are concerned about some aspects 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 listen to your concerns, but this involves your support as well. We hope that these guidelines will be of some use to you so you feel confident to approach us.

### WHAT DO I DO IF I HAVE A CONCERN?

If the matter involves the classroom programme or a teacher, make a time to discuss this concern. The staff member concerned may not be able to talk to you when you approach them so it is best to make a time when you are both free.

Indicate before the discussion what the concern is about, if possible

Talk with the relevant staff member about the issue and be prepared to listen to their point of view

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

### What if I do this but problem is not solved, or the concern does not involve a particular teacher?

Approach the Team leader responsible for that area of the school

If you do not know any of these people or feel they may not be able to help, make a time to see the Principal. Write down the details of your complaint and the steps you have taken to remedy the situation

The concern will usually be dealt with by the Principal, but in some instances may be referred back to teachers, senior staff or to the BOT

If your complaint relates to the Principal or the Board of Trustees you should write to the Chairperson of the Board outlining your concerns in detail, including your name and contact number.