Heathland School is committed to working in partnership with parents and families. Part of that commitment is in the way that we work with parents who are worried or have a concern, or who want to tell us about something which is working really well.

We all want pupils at Heathland to do well and feel happy at school.

In all schools from time to time, issues arise and the best way to deal with these is practically and rapidly.

We understand that no school is perfect and we welcome parents comments and feedback in order to continuously improve what we do.

Heathland is a Values-based school and we aim to deal with any concerns which parents and carers may have swiftly, sensitively and effectively. We also want to know if there is anything that parents or carers don't understand, or want more information about. We also really like to hear about the things you think work really well!

Our staff will always try their best to help, but will not tolerate angry, abusive or rude behaviour from parents and carers.

The Federation will act in line with our policies to protect staff, pupils and parents from rude, aggressive or threatening behaviour.

What should I do if I have a query or a worry?

In the first instance, speak to your child's teacher. All teachers are available in the playground at the end of the day.

* *We advise not to raise concerns in the presence of pupils and parents should not speak to another child themselves.*

If the issue is not resolved, ask to make an appointment to see the *Phase Leader* for your child's year group or a member of the SLT.

The Phase Leaders work very closely with the teachers and pupils in their year groups, and they will be able to resolve most of the issues and concerns which parents may have.

If meeting with the Phase Leader fails to resolve the issue, make an appointment to see a member of SLT, if you have not done so already.

For some feedback or suggestions, parents may prefer to email the school offive. ***Parents and carers often use this facility to pay us a compliment, too!***

If there is something which you would like more information about, please do not hesitate to enquire at the school office in the first instance. Colleagues there will be able to direct you to the right person who will be able to help.

Additionally, members of the school's leadership and welfare team are available at the beginning of each school day, at the gates, so that they can deal with questions or queries quickly.

How do I make a formal complaint?

If you are convinced that an issue has not been properly resolved in line with Federation policies, even if the school maintains that it has been dealt with properly, you may make a formal complaint in writing to the Chair of the Board of Directors who will initiate an investigation into the way the matter was dealt with.

The Chair of the Board of Directors will write back to you to share the Federation governing body's determination on whether or not procedure was properly followed.

The directors do not resolve issues, unless they are direct complaints about the headteacher.

The Federation directors, who include parents, examine all incident records and closely monitor how the school deals with them.

Parents may also ask at the office for the school's *complaints procedure*, which gives more detail about making a formal complaint.

How to make contact:

- Speak to your child's teacher. All teachers are available in the play-ground at the end of the day.

- Ask at the office if you need more information about something.

Make an appointment to discuss any concerns with a Phase Leader first:

Phase Leader EYFS & KS1 - Mrs Ali
Phase Leader Year 1 & 2 - Miss Grant
Phase Leader Year 3 & 4 - Miss Crowle
Phase Leader Year 5 & 6 - Mrs Reeves

If you still have concerns you may wish to talk to a member of the SLT Team:

Assistant Headteacher - Mrs Vaughan
Assistant Headteacher - Miss McDonnell
Deputy Headteacher - Mrs Farrant

If the matter is still unresolved, the member of SLT will make an appointment with the headteacher:

Headteacher - Miss Hopkins

Any Safeguarding concerns should be reported to our DSL Miss Lee

Our full complaints procedure can be found on the school website.

Email: office@heathland.harrow.sch.uk
Website: www.heathlandschool.net
Phone: 020 8422 4503

What to do if you have a concern or comment

Information for Parents and Carers

Heathland Whitefriars Federation