



Reporting Parent/Carer Concerns Policy 2025

Our School Vision

Our school vision is based on the theme of '*Taking Care*'. We strive to encourage our children, staff and wider community to 'take care' of one another through the core Christian Values of:

Kindness, Hope, Courage and Respect.

Our vision is inspired by the words in Corinthians:

"Let love and kindness be the motivation behind all that you do."

(1 Corinthians 16.14)

Ravenshead C of E Primary School is committed to valuing diversity and to equality of opportunity. In biblical tradition, children in particular are seen to hold a special place in the priorities of God. Furthermore, we hold to the foundational belief that all people are created in God's image and are intrinsically valuable. Everyone should be treated as fundamentally precious, irrespective of behaviour, achievements or potential.

Therefore, we aim to create and promote an environment in which pupils, parents/carers and staff are treated fairly and with respect and feel able to contribute to the best of their abilities. The school's biblical foundation provides a model of Christian community described as the 'body of Christ', in which everyone has a part to play, and everyone without exception has God-given gifts which are to be used for the benefit of others.

Parents/carers will inevitably have concerns during the time their child is at school. These may be in relation to friendships, progress, health, safeguarding, teaching, safety, policies etc. **ALL** concerns must be considered and taken seriously regardless of any personal opinions we have regarding the matter or persons involved.

Parents/carers need to be assured that the school is responding appropriately to their concerns and that the Headteacher is alerted at the appropriate time. This should reduce the number of concerns that escalate to formal complaints.

In the first instance parents/carers are asked to contact the class teacher. At this stage the teacher should listen carefully, take notes when necessary and decide what action needs to be taken.

Other concerns may arise internally and should be addressed using the same approach.

Please refer to the 3 stages below to decide what approach to take should a parent/carer share a concern with you or there is an internal concern.

Stage 1

Some concerns are very minor and can be addressed/resolved by the teacher without either referring or informing anyone else. However, if the parent/carer has **previously raised a similar concern** or has **previously been unhappy** with the school then **these** concerns should be reported. These may be things like not eating their dinner, lost property, minor friendship issues,

Any concerns raised by parents/carers that need reporting by staff should be done through CPOMS (an online reporting system). The Headteacher, Deputy Head and Assistant Head are notified of anything that is reported on CPOMS.

Stage 2

Some concerns can be addressed/resolved by the teacher but **should still be reported to SLT** through CPOMS. This may be issues such as ongoing friendship issues, safety concerns, bullying, swearing, concerns about teacher time out of the class, progress of a child, SEND concerns, Social Media issues. Should parents/carers still be dissatisfied at this stage, they should speak to the relevant Key Stage Lead (Mrs Suzy Burton-Sanders for KS2, Mrs Lindsay Wall-Rice for KS1 and Miss Alex Sutcliffe for EYFS). If necessary, this can then be further escalated to either the Assistant Head (Mrs Sarah Soley) or to the Deputy Head (Mrs Sophie Keightley).

Any concerns from parents/carers that need reporting should be done through CPOMS.

Stage 3

Concerns of a more serious nature should be reported to the Assistant Headteacher, Deputy Headteacher or Headteacher immediately. These may include persistent bullying or friendship issues, concerns about members of staff, physical violence, persistent swearing, safeguarding issues, repeated concerns about children's progress.

Concerns at this level should be sent to the Headteacher via email, TEAMS or phone as well as on CPOMS.