

## How to raise a concern

On a day to day basis many decisions are made to ensure we are providing the best education for all pupils in a safe environment. Such decisions take into account the needs of all pupils at St Catherine's.

There may be occasions when you have a concern about your child's education or wellbeing whilst a pupil at St Catherine's. In such an event you should bring this to the attention of the **class teacher** in the first instance who will listen to your concerns and act accordingly. You will receive a response to your concern within **5 school days**.

Following a response from the **class teacher**, if your concern isn't resolved to your satisfaction, you can take this further by requesting a meeting with the **headteacher**. To request such a meeting you should contact the school office on the number below and speak to Mrs Catherall to make an appointment, or put your request in writing and hand in at the office. A meeting will be arranged within **10 school days** of the concern being registered – e.g. date of call/date of letter. St Catherine's has a complaints policy (approved by the governing body) which details the process:

**Informal** (class teacher);

**Stage 1** (headteacher)

**Stage 2** (formal hearing convened by a panel of impartial governors). Please request a copy of the formal complaints form from the school office for completion. The completed form should be placed in a sealed envelope and sent to the school **FAO Chair of Governors – Urgent (to be opened by addressee only)**.

The policy is available on request from the school office – 01992 463214 or email [admin@stcaths.herts.sch.uk](mailto:admin@stcaths.herts.sch.uk)

