



**Flow Chart**  
**Raising and Resolving**  
**Issues or concerns**

Parent has a concern about something happening at school

Parent asks for an appointment with child's teacher.  
Issues discussed with the teacher

**Resolved**

Either:  
a) Concluded with no further action needed; or  
b) An understanding is agreed upon with set steps to be taken

After an agreed period of time e.g. 2 weeks action is unsuccessful or problem has resurfaced

Issue does not relate to a teacher/class issue or parent does not wish to speak with teacher

**Resolved**

Either:  
a) Concluded with no further action needed; or  
b) An understanding is agreed upon with set steps to be taken

After an agreed period of time e.g. 2 weeks action is unsuccessful or problem has resurfaced

A parent asks for an appointment with Phase Leader

**Unresolved**

**Resolved**

Either:  
a) Concluded with no further action needed; or  
b) An understanding is with set steps to be taken

After an agreed period of time e.g. 2 weeks action is unsuccessful or problem has resurfaced

**Unresolved**

Parent asks for an appointment with the Head of School

**Unresolved**

Parent asks for an appointment with the Executive Head

Either:  
a) Concluded with no further action needed; or  
b) An understanding is agreed upon with set steps to be taken

After an agreed period of time e.g. 2 weeks action is unsuccessful or problem has resurfaced

**Complaint put in writing and addressed to the Chair of the Governing Body who then follows the process for handling complaints.**

**Unresolved**

