

# Raising a Concern



**Rosstulla School**

***"Together Towards Tomorrow"***

**Agreed by the Governing Body September 2018.**

Chairpersons signature \_\_\_\_\_ Date: \_\_\_\_\_

Occasionally a parent/carer may not be happy with an issue or problem that has arisen in school and may wish to share their concerns.

In Rosstulla we take all concerns raised by parents/carers seriously and try to resolve them amicably, fairly and in the best interests of the child.

If you have a concern for example, about the curriculum or the way in which you think your child was managed please observe the following:

- Make sure when you are speaking to staff that you do so in a non- threatening manner. Staff have the right to end a meeting or telephone call that is aggressive or clearly failing to resolve the issue. **Staff and parents/carers have the right to be treated with respect.** If you are feeling cross or upset, it may not be the best time to make a phone call or visit the school.
- Do not make the issue 'personal'
- Do not discuss other pupils or their families- everyone has the right to confidentiality.
- Listen to the staff member and remain open minded.
- Try and address the concern first of all with the person that it is with.
- If you have spoken to the person that the concern is about and you are still unhappy and wish to take the issue further, **please follow the flowchart (see attached).**

### **Key Contacts**

School telephone number: 028 90862743

School e-mail: [info@rosstullass.newtownabbey.ni.sch.uk](mailto:info@rosstullass.newtownabbey.ni.sch.uk)

### **Pastoral Leaders**

Primary- Mrs McCoey

Secondary –

### **Curriculum Leaders**

Primary- Mrs McCready

Secondary-

### **Vice-Principal**

Mrs Fryers

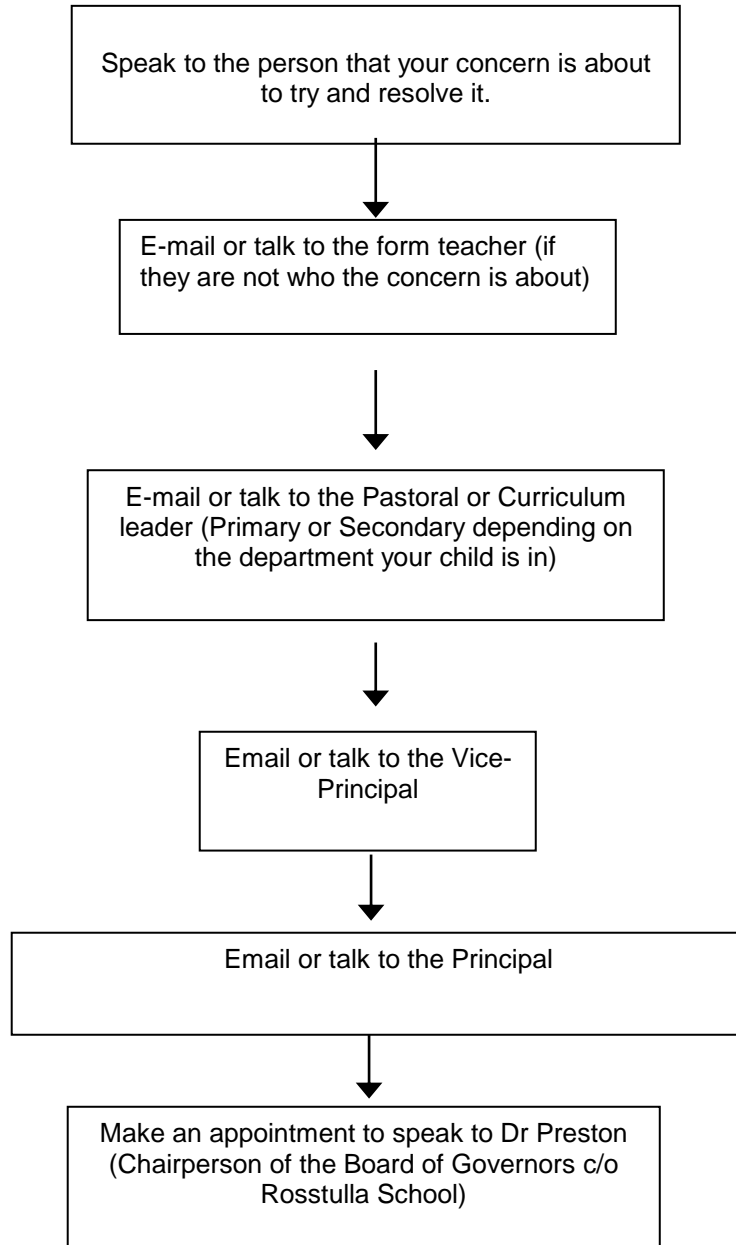
### **Principal**

Miss Matchett

Please remember that staff are busy and that they may not be able to take your call or phone you back immediately. If you contact staff by e-mail it is likely that they will follow up with a phone call or invite you for a meeting as we find most concerns are best addressed face to face.

If you want to speak to someone in person, please make an appointment through the school office

***How a parent/carer can raise a concern***



Chairpersons' signature: \_\_\_\_\_ Date: \_\_\_\_\_

