

WINDMILL INTEGRATED PRIMARY SCHOOL

Procedure for parental concerns regarding the curriculum/child protection and other matters.

Our school has a high level of parental involvement in their child's education. There may, however, be occasions when parents have concerns. Most of these cases can be resolved at an early stage in consultation with the child's teacher or the Principal. At all stages actions following must be seen to be fair and reasonable and all parties to be kept informed of what is happening.

- Stage 1** The parent/guardian makes an appointment to see the class teacher to state the concern and asks the teacher to address it.
- Stage 2** After ten working days the parent/guardian makes another appointment to say that the matter has been resolved or that there are still concerns.
- Stage 3** After a further five working days the parent/guardian makes a subsequent appointment to say that the matter has been resolved or that there are still concerns in which case the parent informs the teacher that s/he will have to refer the matter to the Principal.
- Stage 4** The parent writes to the Principal detailing the procedure that s/he has followed (with dates) and stating his/her concerns.
- Stage 5** The Principal makes an appointment with the teacher to discuss the concerns. The Principal writes back to the parent within five working days outlining the actions intended to be taken.
- Stage 6** The parent contacts the Principal to say the matter has been resolved or that it will be sent in writing to the Chairperson of the Board of Governors.
- Stage 7** The Chairman write back to the parent.
- Stage 8** The parent contacts the Chairman to say the matter has been resolved or that it will have to be referred the EA complaints tribunal for curriculum matters.