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**St Mary's**  
Church of England  
Primary School

## CONCERNS AND COMPLAINTS PROCEDURES.

### MISSION STATEMENT

#### VISION

**For children to be excited about their learning, proud of all their achievements, determined to be the best they can be, aware of the world around them, inspired by gospel values.**

#### *MISSION [what we will do]*

- **Through excellent teaching we will deliver an inspirational curriculum**
- **We will enable every child to make the very best progress**
- **We will work in partnership with children and families to further promote confidence and self esteem**
- **We will prepare children to confidently face the challenges of growing up in the 21<sup>st</sup> Century**
- **We will provide children with an understanding of local, national and global communities and faiths.**
- **With St Mary's Church, Brookside Methodist, and other local churches, we will further develop understanding of gospel values in action through worship and across the curriculum**

### STAGE 1

In the event of day by day need to communicate, or deal with concerns or complaints, parents and carers should be invited to speak with: -

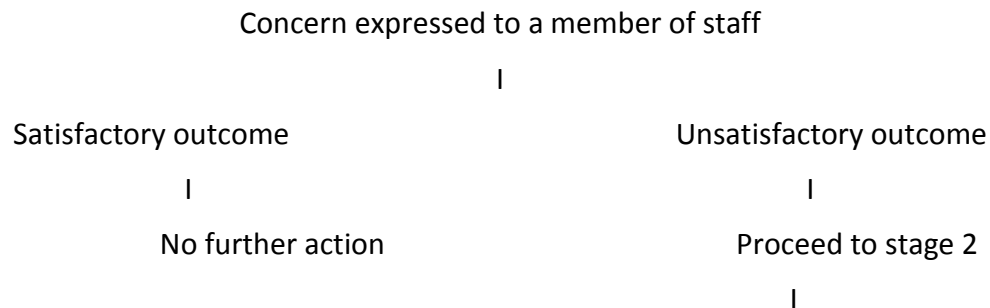
- **CLASS TEACHERS REGARDING:** routines, learning, absences, and relationships.
- **Teachers will be happy to talk briefly before 8.50 or after school on any day except Wednesday when all staff attend staff meetings. All teachers will be happy to make longer appointments should one be needed.**
- **SECRETARY/CLERICAL ASSISTANT REGARDING:** uniform, medication, and absences, dinner money, folders, appointments, and general queries.

- MRS CONSTANTINOU [DEPUTY HEAD AND INCLUSION LEADER] behaviour, special educational needs.
- MRS EILEEN BEECHEY; [DEPUTY HEAD CURRICULUM] behaviour, learning
- HEADTEACHER, MRS ADAMS REGARDING: having spoken to staff above, any of the matters above, or any other matters, concerns or complaints.
- CHAIR OF GOVERNORS, MR JEREMY ALFORD, REGARDING: any matters needing clarification which have previously been discussed with the Head teacher as above. Please write to him at the school and he will make arrangements to meet as necessary. Governors are happy to support parents and carers in finding resolutions to any problems and may be able to attend an appointment with parents and the Head teacher if requested .

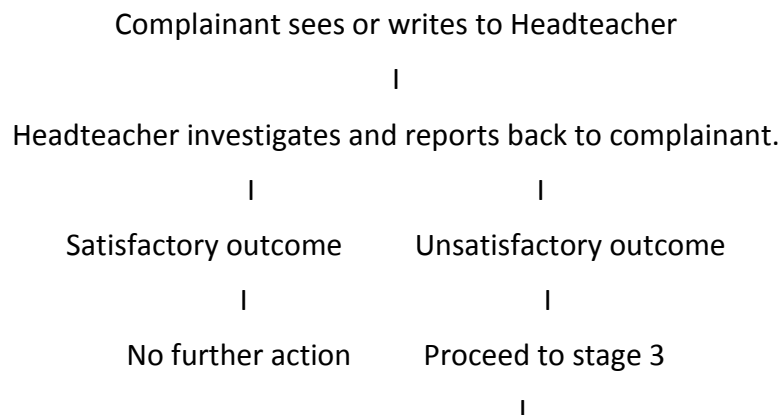
**WE ARE VERY COMMITTED TO ADDRESSING CONCERNS AND COMPLAINTS AS QUICKLY AS POSSIBLE, AND TO KEEPING THOSE WITH CONCERNS NOTIFIED. HOWEVER, THERE ARE MATTERS ABOUT WHICH THE SCHOOL AND GOVERNING BODY ARE UNABLE TO DISCLOSE INFORMATION, AND IT MAY BE NECESSARY ON OCCASIONS IN THE INTERESTS OF CONFIDENTIALITY, TO INFORM PARENTS AND CARERS OF THIS.**

## FORMAL COMPLAINTS PROCEDURE.

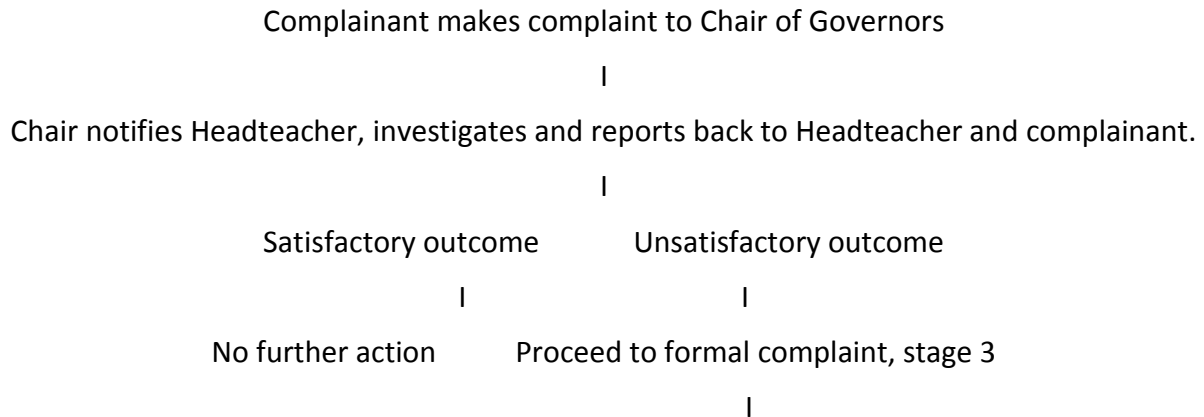
## STAGE 1 INFORMAL



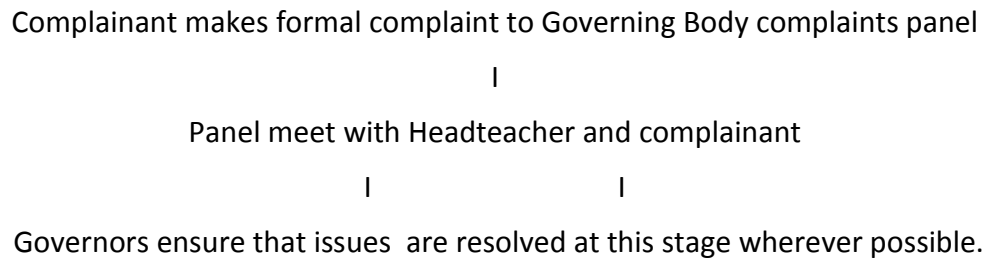
## STAGE 2 HEADTEACHER'S INVESTIGATION



## STAGE 3 GOVERNORS REVIEW



## STAGE 4 FORMAL COMPLAINT TO GOVERNORS



Should the complainant is not satisfied with the manner in which the process has been followed, the complainant may request the Governing Body review the process followed in handling the complaint. Any such request must be made in writing within 2 weeks of receiving notice of the outcome and should include any perceived failures to follow this procedure.