



I HAVE A CONCERN – WHAT SHOULD I DO?

At St. Martin's, we all aim to be the best we can be. The governors and staff are proud of our school and we hope that our parents and community are as well. We understand that sometimes people are unhappy with some aspects of any service in life and that this includes their experience of a school.

We believe that communication is key and would ask that, if you are unhappy with any aspect of your experience of our school, you tell us immediately. Key staff contact information can be found at the end of this booklet.



Who should you tell if you have a concern?

We believe that problems and concerns are best resolved quickly by informal means wherever possible and therefore your first point of contact should be your child's class teacher who will listen to your concerns and do everything they can to resolve the situation. If you feel unable to speak to your child's class teacher, we ask that you contact the Acting Deputy Headteacher for that Key Stage. If you feel unable to do that, please contact the Acting Headteacher. It may be appropriate to make an appointment rather than discuss your concerns in front of other pupils and/or parents.

If your concern relates to a member of staff who is not part of the teaching team, please contact the School Business Manager. If you have a concern regarding the Headteacher or the Governing Board, please contact the Clerk to Governors. Concerns regarding the Headteacher will be forwarded to the Chair of Governors.

When dealing with your concerns we will:

- try to resolve the problem by informal means wherever possible
- listen to your concerns and
- treat you fairly and with respect at all times
- handle your concerns as swiftly as possible within reasonable time-limits
- keep you informed of progress where a situation is taking longer to resolve
- ensure a full and fair investigation where necessary
- respect your confidentiality as appropriate
- ensure that any learning or improvements we need to make as a result of the outcome of your complaint are reflected in information and training for staff and changes to our policies



We ask that you:

- bring concerns to us as soon as possible to allow the best chance of resolving them quickly and informally
- explain clearly what action/s the school could take which would resolve your concern
- engage and communicate proactively with school staff to enable them to resolve any difficulties
- continue to treat staff with respect during and after the handling of any concerns or complaints as outlined in our Policy on Acceptable Parent/Carer Behaviour which is available on the school website.

A More Formal Complaint

If, after discussing your initial concern with your child's class teacher or phase leader (or the School Business Manager if it relates to a non-teaching staff member), you remain unhappy, we would ask you to bring your concerns to the attention of the Headteacher. The Headteacher will make every effort to resolve the situation to your satisfaction.

If, after this, you are still unsatisfied you can address your complaint to the Chair of Governors by writing or emailing the Clerk to Governors. If your concern relates to one of the governors, please write to the Clerk to Governors.

You can view the school's complaints procedure on the Policies section of the school website, as well as a form you may wish to use to submit a formal complaint.

[Contacting the School](#)

Acting Headteacher: Amy Hardinge
head@stmartinscranbrook.devon.sch.uk

Acting Deputy Headteachers and Key Stage Leaders:

EYFS/Key Stage 1 – Mel Turl
Nursery, Reception, Year 1, Year 2

Key Stage 2 – Nat Padley
Year 3, Year 4, Year 5 and Year 6

School Business Manager: Brigid Thompson
schoolbusinessmanager@stmartinscranbrook.
devon.sch.uk

Clerk to Governors: Jacqueline Brooks
clerk@stmartinscranbrook.devon.sch.uk

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