



# Newlands Junior School

We are Proud

The staff and Governors at Newlands Junior School are committed to providing the highest quality education, care and guidance for its pupils at all times. In order to help us to achieve this, your feedback and constructive criticism is welcomed. It is also helpful if you are able to feedback any positive comments about the efforts that have been made to support your children so these can be continued / developed.

If you have an issue in school, there is a very clear procedure which you can follow (see complaints procedure on our website).

- As you are aware Newlands has an open-door policy. The class teacher should always be your first port of call as this is the person who knows your child best whilst in school. After this the assistant heads, Ms K. Elliott and Mrs M. Matthews will be available to support.
- If you feel the issue has not been resolved, then next you can meet with the head teacher. Every effort will be made to resolve any issues or it will be explained to you why decisions have been reached. By working together, it is hoped actions can be put in place to suit everyone.
- If you feel the problem cannot be resolved informally with members of staff, then you are able to write to the Chair of Governors via the school office. An attempt to resolve the issue will take place in the following 10 working days and you will be informed of the decision.
- If you are still not happy with the outcome the issue will be passed to a panel of governors whose decision is final for the school.
- If you wished to take the matter further a complaint may be made to the Secretary of State for Education on the grounds that a governing body has acted or is proposing to act unreasonably, or that the governing body has failed to discharge its duties under legislation, but obviously we would hope a resolution could be in place before this.

In the world of technology that we live in I understand it is easy to share our issues with a wide audience, but I would urge that you approach the school to resolve any issues you may have for the benefit of your child. It is easy to become involved with other people's grievances without knowing what the school has done to support this child/family. Also, this may be taken into account during any formal proceedings.

At the end of the day, we all want the best for the children in our care. I know that myself and other members of staff are very approachable and we want our children to be happy, confident individuals who love to come to school and learn. Together we can ensure this happens.