

Concerns

We appreciate that at times, parents/carers of pupils may wish to raise a concern and as a co-operative trust school our values.

- Equality
- Self-Responsibility
- Social responsibility
- Honesty
- Caring for Others

Are firmly embedded in the way we seek to resolve any concern raised.

In the vast majority of cases, a concern can and should be resolved by the complainant contacting an appropriate member of staff. This may be the subject teacher, head of year, form tutor or other designated staff member directly involved with reported problem.

The Royal Docks Community School is committed to effective partnership working with pupils and to working closely with parents/carers and other stakeholders.

We hope to be able to resolve any concern without recourse to formal procedures but recognise that parents/carers and other stakeholders have the right to make formal complaints and to have these complaints taken seriously.

Staff will always endeavour to resolve issues promptly.