



GROUVILLE SCHOOL
Life-long learning, Responsibility & Community

Managing Concerns – how do we do this?

We have an 'open-door' policy at Grouville and our partnership with parents and carers is essential. From time to time, you may have questions, concerns or complaints that you would like to share with us. We will always try our very best to be open and honest with you and we will always aim to put the children at the heart of our decision making. We would encourage you to share any concerns or worries you have with us, however small, to 'nip things in the bud' and avoid them growing into something bigger. The sooner we are aware of an issue the sooner we can work with you to resolve it. We would encourage you not to listen to playground gossip, which may not be factual, truthful or helpful. We also ask you to come straight to school with a concern or a query, rather than sharing it on social media.

If your concern is related to your child's learning or well-being, we would always encourage you to approach your child's teacher first, as they are most likely to be able to provide you with the information you need. If it is an admin question, then please contact the school office and they will be happy to help you. If your class teacher is unable to resolve your concern, then it can be escalated to the Phase Leader and on to the Deputy Head/ Headteacher following our [Complaints Policy](#) and process. [All staff details can be found here.](#)

There may be times where we cannot provide you with the answer or solution that you desire, but please be reassured that we will be responding in the best interests of all children and that we may hold information that is confidential and cannot be shared with you. We are an inclusive school and we aim to treat all members of our school community with respect and dignity.

There are a numbers of school policies that may be useful to refer to:

[School Handbook for Parents](#)

[Behaviour Policy](#)

[Communications Policy](#)

[Complaints Policy](#)

[Confidentiality Policy](#)

[Counter-Bullying Policy](#)

[Equal opportunities Policy](#)

[Safeguarding Policy](#)

[Social Media Policy](#)

Code of Conduct for Parents and Visitors

We hope that we will be able to resolve any issues that you bring to us, however if you still continue to have concerns or you feel that the matter has not been resolved fully, then you may choose to escalate your concern to the Education Department – [Raising a Concern.](#)

Well-being and achievement are at the heart of Grouville School so that we can all develop as life-long learners and take responsibility for ourselves and the community