

## How to raise and address issues and concerns

### **Step 1 - Speaking with Teacher**

In the first instance, any concern or issue should be shared with the classroom teacher concerned.

This can be done in a number of ways:

- Writing a short note in your child's homework diary
- Writing a short note and placing it in an envelope addressed to the classroom teacher
- Phoning the school office to request that a classroom teacher calls you back at the end of the school day
- Emailing the school office using the school email address (available on the school website) and marking the email 'For the attention of...'

**Staff will not be available to discuss issues or concerns with you before the start of the school day.**



### **Step 2 - Speaking with the Principal**

If your concern or issue remains after speaking to the classroom teacher, you should arrange a meeting with the Principal to discuss the issue(s).

A meeting can be arranged in the following ways:

- Phoning the school office to request a suitable meeting time
- Emailing the principal directly using at [jbeggs728@c2kni.net](mailto:jbeggs728@c2kni.net)



If you feel that your issue or concern has not been dealt with effectively through these informal methods, then you may wish to raise your issue or concern through a formal method. In the first instance, you should write to the Principal. If the issue or concern is still not dealt with in a satisfactory manner, you should write to the Chairperson of the Board of Governors.

**It is not appropriate to directly approach members of the Board of Governors to raise concerns or issues.**

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