

## Annex 2 - Informal Arrangements

At our school, we believe in fostering an environment of open communication and mutual respect. If a parent has a concern regarding any aspect of the school or its organisation, it is essential they first engage in a dialogue with the school to seek an amicable resolution before invoking the formal complaints procedure. We are confident that, in the majority of cases, issues can be resolved satisfactorily through direct conversation.

The class teacher and other designated staff members are well-equipped to address many concerns effectively. We encourage parents to approach these individuals, as informal discussions often lead to satisfactory outcomes without necessitating formal proceedings. The school places a high value on such informal meetings and telephone conversations as crucial components in enhancing our procedures and strengthening relationships with parents.

To initiate this process, we recommend that a meeting be arranged through the school office with the relevant member of staff. This meeting should focus on articulating the specific concerns at hand. Depending on the nature of the complaint, it may also be appropriate for the Headteacher to engage directly with the complainant to address the issue informally. Following the meeting, the school will communicate its understanding of the situation and work collaboratively with the complainant to reach a resolution. It is our intent that these discussions occur in a cooperative and constructive spirit.

In the rare occasion that the concern remains unresolved despite these informal efforts, the complainant will be advised on progressing to the formal stage outlined in our complaints policy. The school is committed to ensuring all concerns are taken seriously and resolved in a timely and professional manner.

### **School contact**

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