

Whitefriars School is committed to working in partnership with parents and families. Part of that commitment is in the way that we work with parents who are worried or have a concern, or who want to tell us about something which is working really well.

We all want pupils at Whitefriars to do well and feel happy at school.

In all schools from time to time, issues arise and the best way to deal with these is practically and rapidly.

Leadership and Management at Whitefriars have been judged Outstanding by Ofsted, but we understand that no school is perfect and we welcome parents comments and feedback in order to continuously improve what we do.

Whitefriars is a Values-based school and we aim to deal with any concerns which parents and carers may have swiftly, sensitively and effectively. We also want to know if there is anything that parents or carers don't understand, or want more information about. We also really like to hear about the things you think work really well!

Our staff will always try their best to help, but will not tolerate angry, abusive or rude behaviour from parents and carers. We also advise that it is better not to raise serious concerns in the presence of pupils.

### What should I do if I have a query or a worry?

In the first instance, speak to your child's teacher. All teachers are available in the playground at the end of the day.

If the issue is not resolved, ask to make an appointment to see the *Phase Leader* for your child's year group, *Head of Year* for secondary students or a member of the SLT.

The Phase Leaders and Heads of Year work very closely with the teachers and pupils in their year groups, and they will be able to resolve most of the issues and concerns which parents may have.

*Additionally, members of the school's leadership and welfare teams are available at the beginning of each school day, at the gates, so that they can deal with questions or queries quickly.*

If meeting with the Phase Leader or Head of Year fails to resolve the issue, make an appointment to see one of the headteachers, if you have not done so already.

For some feedback or suggestions, parents may prefer to email the school office. **Parents and carers often use this facility to pay us a compliment, too!**

If there is something which you would like more information about, please do not hesitate to enquire at the school office in the first instance. Colleagues there will be able to direct you to the right person who will be able to help.

### How do I make a formal complaint?

If you are convinced that an issue has not been properly resolved in line with federation policies, even if the school maintains that it has been dealt with properly, you may make a formal complaint in writing to the Chair of the Board of Directors who will initiate an investigation into the way the matter was dealt with by the professional staff.

The Chair of the Board of Directors will write back to you to share the federation governing body's determination on whether or not procedure was properly followed.

***The directors do not resolve issues, unless they are direct complaints about the headteacher.***

The Federation directors, who include parents, examine all incident records and closely monitor how the school deals with them.

Parents may also ask at the office for the school's *complaints procedure*, which gives more detail about making a formal complaint.

## *How to make contact:*

- Speak to your child's teacher. All teachers are available in the playground at the end of the day.
- Ask at the office if you need more information about something
- Make an appointment to discuss any concerns with a Phase Leader or member of the SLT:

Phase Leader EYFS - Miss Evans  
Phase Leader Year 1, 2 & 3 - Mrs Malik  
Phase Leader Year 4 & 5 - Miss Zagerman  
Phase Leader Year 6 - Miss Webb  
Head of Year 7 - Mrs Sharma  
Head of Year 8 - Mr Long  
Head of Year 9 - Mrs Meunier  
Head of Year 10 - Ms Ilias

Deputy Headteacher - Mrs Lake  
Assistant Headteacher (EYFS) - Miss Evans  
Assistant Headteacher - Miss Webb  
Assistant Headteacher - Mr Crossland  
Assistant Headteacher - Ms Bailey  
Assistant Headteacher - Ms Goodwin

- If the matter is still unresolved, make an appointment with one of the headteachers:

Mr Watson  
Associate Headteacher (Secondary)  
Miss Hopkins  
Associate Headteacher (Primary) SENCO  
Miss Caswell  
Executive Headteacher

Our full complaints procedure is available in hard copy from the school office, and can be found on the school website.

*Email: [office@whitefriars.harrow.sch.uk](mailto:office@whitefriars.harrow.sch.uk)  
Website: [www.whitefriarsschool.net](http://www.whitefriarsschool.net)  
Phone: 020 8427 2080*



# What to do if you have a concern or comment

## Information for Parents

**Heathland  
Whitefriars  
Federation**

