

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.

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?

1. In the first instance, contact your child's class teacher or form tutor.

All primary section class teachers are available in the playground at the end of the day.

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

2. If the issue is not resolved, please make an appointment to see or talk to your child's Phase Leader (primary) or Head of Year (secondary).

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.

3. If meeting with the Phase Leader or Head of Year fails to resolve the issue, please make an appointment to see a member of the Senior Leadership Team or the Headteacher. Our school office can advise you on the most suitable person to meet.

How do I provide feedback or make a suggestion?

We are driven to continually improve our school further and we are fully open to suggestions and ideas from parents and carers.

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 complaint?

If you are convinced that an issue has not been properly resolved in line with our policies, even if the school maintains that it has been dealt with properly, you may follow the complaints procedure.

This procedure is available from our school office and also available on our school website.

Phase Leaders and Heads of Year

| | |
|-------------------------|-------------|
| Phase Leader EYFS | Ms King |
| Phase Leader Year 1 & 2 | Ms Patel |
| Phase Leader Year 3 & 4 | Ms Hardman |
| Phase Leader Year 5& 6 | Ms Babber |
| Head of Year 7 | Ms Manani |
| Head of Year 8 | Ms Hopkins |
| Head of Year 9 | Mr Kenny |
| Head of Year 10 | Ms Russell |
| Head of Year 11 | Ms Ilias |
| Head of Sixth Form | Ms Goderska |

Senior Leadership Team

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|-------------|-----------|
| Headteacher | Mr Watson |
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Primary Section

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|-----------------------|-------------|
| Deputy Headteacher | Ms Williams |
| Assistant Headteacher | Ms Webb |

Secondary Section

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|---|----------------|
| Deputy Headteacher <i>Behaviour and Ethos</i> | Mr Crossland |
| Assistant Headteacher <i>Teaching and Learning</i> | Mr Long |
| Assistant Headteacher <i>Logistics</i> | Mrs Meunier |
| Assistant Headteacher <i>Sixth Form</i> | Mrs Goderska |
| Assistant Headteacher <i>Curriculum</i> | Ms Drakopoulos |
| Assistant Headteacher <i>STEM</i> | Mr Hirani |

Primary and Secondary Section

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|---|-----------|
| Assistant Headteacher <i>Inclusion</i> | Ms Sharma |
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What to do if you
have a concern
or comment

Information for
Parents and Carers

Email: office@whitefriars.harrow.sch.uk
Website: www.whitefriarsschool.net
Phone: 020 8427 2080

Heathland
Whitefriars
Federation 