



20 April 2018

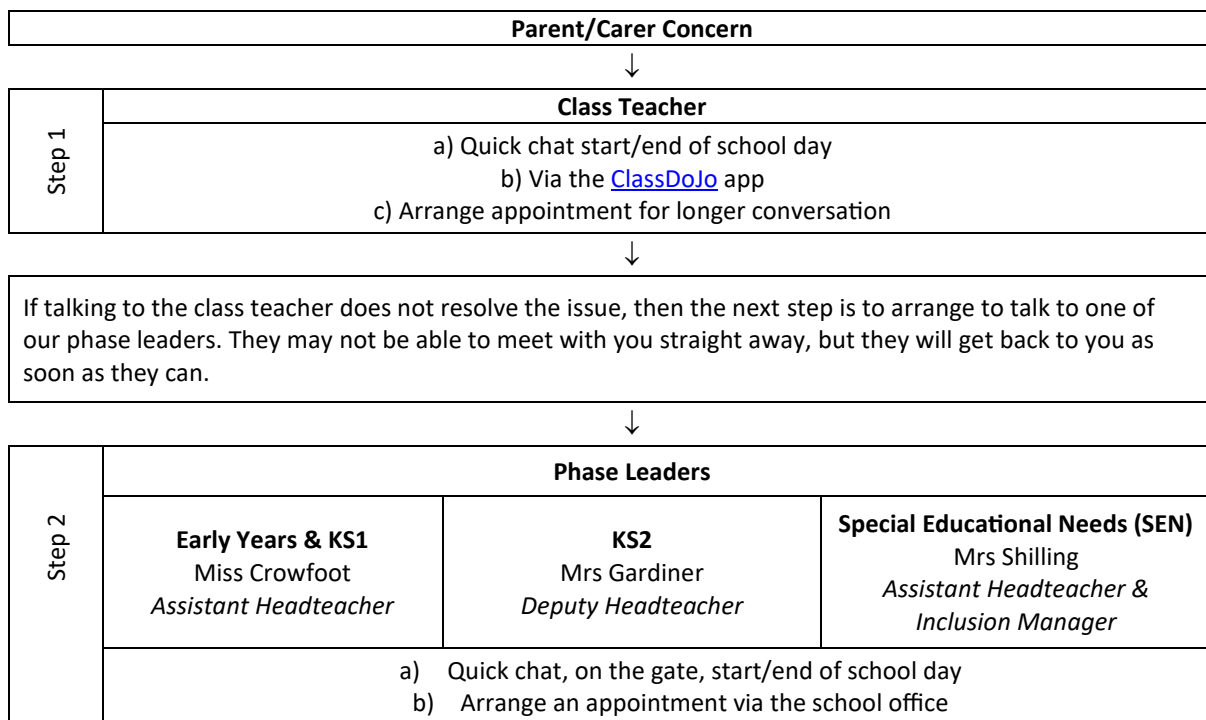
Dear Parents and Carers,

Questions and Concerns

We have recently dealt with quite a few questions and concerns, so thought it would be useful to provide some guidance on the process for directing these.

Your first point of contact for most concerns relating to your child should be with their class teacher. A quick conversation with them is usually the best option, as they are the people who know your child best and are most likely to be able to reassure you, answer your questions or help to address your concerns. They are all keen to help and will make time to meet with you.

The diagram below illustrates the process:



If you are still concerned or are not satisfied with the outcome, you can follow the [Complaints Procedure](#) available on our website (www.monksorchard.co.uk/policies). But I am confident that the vast majority of issues will have been resolved before we get to this point.

Thank you for your continuing support.

Guy Fairbairn
Headteacher

