



Parent Concern Policy & Procedures

At Felixstow Primary School we welcome the discussion of concerns in a **responsible and constructive manner**.

Please consider the following when you have a grievance:

- Grievances are to be kept **confidential**.
At times you may want to seek support from others however it is important this is done privately & respectfully.
- Our school values should be demonstrated throughout the process of following up on a concern
Respect, responsibility and compassion for self, others and environment.

It is important to remember that the grievance procedure will not necessarily result in a change to or reversal of a decision or action, sometimes the only achievable outcome may be an apology or an understanding to improve guidelines/procedures in the future. Please refer to the flow chart below to follow up on concerns.

