

If you have any queries or issues to discuss, please follow the flowchart below (Complaints Policy)

Initial concern - Please arrange to meet your child's class teacher.



If the concern needs further attention your child's Phase Leader will become involved.



If the matter is more serious the Phase Leader/Class teacher will arrange a meeting with the Head teacher.



The Chair of Governors will be contacted if the matter can not be resolved.



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School will:

- Give your child the skills to reach their full potential as a valued member of the community.
- Provide a creative, broad and balanced curriculum meeting the needs of your child.
- Maintain high standards of work and behaviour.
- Provide a welcoming, stimulating, attractive, caring and secure environment for the education of your child.
- Keep you informed of your child's progress and about general school matters.
- Be welcoming at all times and offer lots of opportunities for you to become involved in the daily life of our school.

Signed _____

(On behalf of Langley First School)

Date _____



Pupils will follow our Golden Rules to:

- Have good manners.
- Move around the school safely and quietly.
- Show respect for themselves and each other.
- Care for our school environment.
- Always try their best.

Signed _____

(if appropriate, parent to sign on behalf to recognise the school rules have been discussed with the child)

Date _____



Parents will:

- Ensure their child arrives at school on time with all their necessary equipment.
- Make the school aware of any concerns or problems that may affect their child's work/behaviour.
- Support the school's policies and guidelines for behaviour.
- Support their child in homework or other opportunities for home learning.
- Ensure their child arrives at school in appropriate clothing and footwear as outlined in the school's prospectus.
- Attend parents' evenings and discussions about their child's progress.

Signed _____

Name (please print) _____

Date _____