



THE SACRED HEART LANGUAGE COLLEGE

Raising a concern

At The Sacred Heart Language College we work hard for our pupils and in their best interest to ensure that they can flourish. In the Parents' handbook, the page "What to do if ..." should cover most concerns that parents have. Very occasionally however, a parent may have a particular concern that needs to be brought to our attention. Please be assured that all concerns will be looked into and addressed as soon as possible. To help this it is important that all these are raised with the correct person. The information below will assist.

Any general concerns or in relation to your daughter's wellbeing you should contact your child's Form Tutor. If you feel your concern has not been addressed you should then go to the Director of Studies.

If the concerns is in relation to a subject matter please contact her subject teacher and then the Head of Department.

If you feel the issue has not been satisfactorily resolved then please contact a member of the senior leadership team or raise the issue with:

- Ms Sorohan –Head of School
- Ms Burgess – Deputy Headteacher

Should you wish to make a complaint about a member of staff, please write to Miss Higgins, our Executive Headteacher.

Our normal expectation is that this structure will be able to resolve any issues. However, if you have met with the Headteacher and you consider that a proper process has not been followed you may make a formal complaint to our Chair of the Governing Body. The full process can be found in our complaints policy. Please be aware that any complaint cannot go to the governing body until all avenues have been explored with the Headteacher.