

Spring Term Update 2016

Dear Parents and Carers

COMPLAINTS POLICY

I would like to draw your attention to the new the Complaints Procedure that we have recently introduced.

Complaints are different from concerns. We would hope that the latter could be resolved informally with the relevant member of staff/headteacher but we appreciate that this is not always possible.

Accordingly there is now a clear structured four-staged process for parents/carers to exhaust to resolve any complaints they may have. Included within the policy is a pro-forma Complaint Record to assist parents/carers in documenting the nature of their complaint/s.

A full copy of the policy can be found at the Governors' section of the website. We would encourage you to read it.

COMMUNICATIONS UPDATE

The non-confidential elements of the termly Full Governing Body Meetings are now published on our website (again in the Governors' section of the school's website). This will hopefully give you some idea of the sorts of things the Board of Governors are doing.

In the summer term we will be hosting a wine and cheese Q&A session so you can meet all of the governors and ask questions that you may have and we will do our utmost to try and answer these.

We will circulate the date next term but we would love you to come along.

In the interim, we would like to remind you that there is the Suggestions Box for Parents/Carers (located in corridor opposite the hall) and a governors' email address

(governors@stanthonys.southwark.sch.uk)

Many thanks and wishing you all a happy Easter.

Mary-Jo Sutton

Chair of Governors, on behalf of the Governing Body