



Concerns & Complaints

At Broadlea, we work hard to ensure your child receives a good education in a safe and happy environment. We firmly believe that parental involvement is an important factor in educational success.

From time to time, all parents have concerns regarding their child's well-being and education. As a school, we expect this. We will always aim to resolve concerns informally at the earliest possible stage. In the first instance, this should be through the relevant member of staff. This is the class teacher or Mr Hopper, SENCO, if the concern regards SEND or Ms Graham, Family Liaison Officer, if it is a welfare issue.

However, Mrs Chambers, Deputy Head, and I can be found on the front gates most mornings and afternoons if you would like a brief, informal chat. We are happy to make an appointment at the earliest convenience if you need more time and feel your concerns have not been resolved with the class teacher. This is the first step in our school complaints procedure.

We follow the Isle of Wight Council guidelines and have adopted the Isle of Wight Council's School Complaints Policy. More information can be found here:

<https://www.iwight.com/council/OtherServices/School-Complaints-Procedure/Making-a-complaint>

If you feel that your concern has not been answered, please follow the steps outlined in the School Complaints Policy, which is available under the 'Information' link on our school website.

When you have exhausted the school complaints process and if you feel that the school has acted unreasonably or not followed the correct procedures in relation to your complaint, then you can write to the Department for Education's (DfE) Schools Complaints Unit (SCU) (details in link above).

Making a complaint to the DfE should only happen after you have exhausted the school's complaints process.

Ms Sharon Freeley, Headteacher

