

PARENTS AND THE SCHOOL

Parents and schools separately can do a great deal to assist children's educational development; together, they can achieve even more.

We will keep you informed of your child's progress and we will deal confidentially with any information which will help us in planning her/his education.

We will keep you informed of our policies and procedures and will consult you whenever a significant change is contemplated.

We rely on your support and we welcome your comments on the school.

1 *If you are concerned....*

...a particular aspect of our work, please arrange an appointment to discuss the matter with the Head Teacher in the first instance. Where appropriate, the Head Teacher may nominate another senior member of staff to act on her/his behalf.

The Head Teacher will listen carefully to what you have to say, establishing clearly the issue(s) of concern and, if appropriate, providing you with any relevant information.

In some cases, your concerns can be dealt with immediately; other matters may require more extended investigation.

In any event, the Head Teacher will notify you, normally within ten working days, of the school's response.

It is anticipated that, in most cases, the above steps will result in a satisfactory solution for all concerned.

2 *If you are dissatisfied with the school's response....*

...please notify the Head Teacher that you wish to pursue the matter further.

Contact the named officer by telephone or by letter at Education, Communities and Economy headquarters.

The officer will investigate the matter and endeavour to resolve any difficulties. He/she will report the outcome to you, normally within ten working days of being contacted.

- 3 Nearly all matters of concern are resolved through the above procedures. If you remain dissatisfied, you have the right of appeal to the Chief Executive of Midlothian Council. Under the Council's feedback procedure your concerns will be investigated by a nominated feedback officer within Education, Communities and Economy and their contact details will be provided to you.