

4th October 2023

Dear Parents/Carers

Re: Concerns and Complaints IMPORTANT INFORMATION

Further to Jill Palmer's letter dated 12th September regarding the process for concerns or complaints, I would like to draw your attention to the need for all concerns or complaint to be put in writing via the office email, office@meadowfield.kent.sch.uk

Any parent/carer who telephones or visits the school reception wishing to raise a concern or complaint will be requested to contact the school in writing. This ensures that we have the information directly from you and enables us to investigate the matter with the correct personal and come back to you with a detailed response, meeting invite or where appropriate a plan of action.

I would also like to take this opportunity to remind everyone that Leadership are not always available to meet/speak to parents/carers on demand, similarly teachers are not permitted to leave their classroom teaching commitments to meet with parents/carers without a prior appointment. If you would like an appointment to meet with Leadership, please email the school office with details of why you need to meet and what your outcome expectations may be.

Our office team are very experienced and fully trained to know how to handle concerns including safeguarding in the absence of a member of the leadership team or Liz Hymus but again you will need to put your concern in writing either completing a Green Safeguarding Form or emailing the school office. All safeguarding concerns are treated with in the strictest of confidence by all administrative staff.

Type of concern	Who to contact via office@meadowfield.kent.sch.uk
Communication about day to day classroom learning and pupil progress	Class Teacher – via Contact Book
Safeguarding concerns	Liz Hymus, Designated Safeguarding Lead – via email or Green Form
Complaints	<p>Assistant Principals in the first instance:</p> <ul style="list-style-type: none"> • Caroline Jacques, Engage and Early Years • Peter Masaryk, Explore Department • Sue David, Enquire Department • Bonnie Tate, Sixth Form <p>Should you not receive a satisfactory reply, please contact:</p> <ul style="list-style-type: none"> • Angela Howe, Principal <p>All via written email communication office@meadowfield.kent.sch.uk</p>
In exceptional circumstances only, for example where we know you have no internet access our office team will take your details and request a member of the school team to call you back.	

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We encourage all parents and carers to get in touch should you have any concerns or worries. Most times, complaints can be worked through quickly and sometimes we may need a bit of time to gather information. We will always endeavour to respond to complaints in an efficient, professional and sensitive way and in turn we ask that you bring complaints to senior staff in writing promptly so they can be addressed at an early stage.

Please may I remind you that any concern or complaint must remain confidential and is between yourself and the school and should not be discussed or gossiped about as this may hinder any follow up actions.

Thank you for your cooperation and your willingness to work with us on ensuring we are providing the very best for your child or young person.

Best Wishes & Warmest Regards,

Yours faithfully

Angela Howe
Principal