Parent Guide to Raising Issues, Concerns and Complaints

Dear Parents and Carers,

At Derby Cathedral School, we value positive communication and welcome feedback from our families. Most questions, worries, or misunderstandings can be resolved quickly through discussion with the appropriate member of staff, and we are committed to working with parents and carers to address matters fairly and promptly.

To help ensure that matters are directed to the right person and resolved as efficiently as possible, we have outlined the difference between an issue, a concern, and a complaint below.

1. Raising an Issue

An issue is usually a straightforward query or matter that can be resolved quickly by seeking clarification or information.

Examples may include:

- Questions about homework, timetables, equipment, or school routines.
- Requests for information or updates.
- Minor administrative matters.

In most cases, these can be resolved directly by the relevant member of staff.
Staff contact details can be found on our **Staff Information** page:
https://derbycathedralschool.org.uk/staffing

Alternatively, you can contact the school via: **info@derbycathedralschool.org.uk**

2. Raising a Concern

A concern arises when a parent or carer is worried about a situation affecting their child and would like the matter to be looked into.

Examples may include:

- Concerns regarding academic progress.
- Concerns about behaviour incidents.

- Concerns regarding communication between home and school.
- Worries about a student's wellbeing, support, or educational experience.

Concerns are usually addressed initially by the member of staff closest to the issue, such as the class teacher, tutor, Head of Year, or Head of Department. They will investigate the matter and work with families to reach a resolution.

3. Making a Complaint

A complaint is an expression of dissatisfaction where a parent or carer feels that:

- A concern has not been resolved.
- You feel a school decision or action was incorrect.
- School procedures have not been followed appropriately.
- The matter requires a formal review.

A complaint may arise when:

- Previous attempts to resolve a concern have been unsuccessful.
- A parent or carer wishes to make a formal complaint.
- There is a belief that school procedures have not been followed appropriately.
- The matter is sufficiently serious to require formal investigation.

Formal complaints will be managed in accordance with the school's Complaints Procedure.
To view the Complaints Procedure, please follow the link : **DDAT Complaints Procedure**

If you wish to submit a formal complaint, please complete **Annex 2 - Complaint Form** using the following online form: **Complaints Form (Annex 2)**

Our Approach

We encourage parents and carers to raise issues and concerns as early as possible with the member of staff best placed to help. In many cases, early communication enables matters to be resolved quickly and informally.

Where necessary, concerns will be escalated through the appropriate stages of the school's procedures to ensure they receive the attention and review required.

We appreciate your continued support and partnership in helping us provide the best possible experience for all students.

Kind regards,
Derby Cathedral School