School Concerns Procedure for Parents/Carers

(Before Making a Complaint)
We ask that Parents/Carers follow the procedure below if there is a concern. This will allow the school to address the matter fairly and work together towards a positive resolution.

A concern or worry arises

↓

Speak to your child's class teacher.
Ask to speak to them at the door and complete the raise concern form.
Share your concern calmly and clearly.
Most issues can be resolved quickly at this stage.

→ Matter Resolved

↓

If the concern continues or is more serious
Speak to a Senior Leader
(e.g. Senco, or Deputy Head).

Allow time for investigation and response.
The school will look into the concern carefully and respond within an agreed timeframe.

→ Matter Resolved

↓

If the concern remains
Make an appointment to see the Headteacher.
(email office@cranepark.hounslow.sch.uk and request a meeting.)

→ Matter Resolved

↓

If the issue is still unresolved
Follow the Formal Complaints Procedure (available on the school website or from the office).

Please do not discuss the matter with other parents or on social media. This helps protect confidentiality and ensures fairness for everyone involved.
Working together, we can maintain a respectful and supportive school community