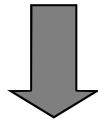


ISCT: Parent Communication Procedure

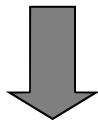
Where do parents turn when they have a problem?

In order for the process to be effective, steps need to be followed in the order specified:

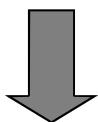
First step: Discuss the matter with the teacher or member of staff concerned.



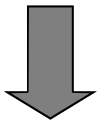
Second step: If the first step does not solve the problem, take the issue to the Head of the Phase (Key Stage Head).



Third step: If neither of the first two steps yields the required result, take the issue to the Principal.



Fourth step: The Parent Liaison Committee has been set up to assist with parent issues; they are the fourth step after the Principal.



Fifth step: If the four first steps fail, and the problem remains unresolved, the CfBT Director of Schools is the final call.

