



LENT RISE SCHOOL

OPEN DOOR POLICY

Responsibility: **Governors**
Headteacher

Approved by:

Mrs Maggie Young
Chair of Governors

Mrs Jill Watson, Headteacher

Reviewed by governors September 2016





OUR OPEN DOOR POLICY

Please do contact us at any time when you have a concern, even if it appears to be minor. The 'little' difficulties are easy to deal with; don't let them become major concerns. The Open Door Policy is encouraged at Lent Rise School. If you wish to talk about your child please:-

- 1) Approach the Class Teacher
- 2) Talk to the KS1 or KS2 Coordinator
- 3) Talk to a member of the senior leadership team
- 4) The Headteacher, Mrs Watson, is always happy to see parents but clearly she will go to the Class Teacher to discuss issues, therefore it makes sense for you to have spoken to the teacher first.

Contacting the Headteacher if she is not in School

When the Headteacher is out, your children are always in safe and *responsive* hands. If you need an immediate response, please contact the School Office and a member of the senior leadership team will get a response to you as soon as possible.

Complaints and Resolution Procedure

The following is the strategy that is suggested if difficulties arise - we recommend that you use this structure.

- 1) Talk to the Class Teacher
- 2) Talk to a member of the senior leadership team
- 3) Talk to the Headteacher
- 4) Make Representations to the Governing Body in writing to:
Mrs Maggie Young, Chair of Governors
by e-mail: govs@lentrise.bucks.sch.uk
or
c/o Lent Rise School
Coulson Way
Burnham
Slough SL1 7NP
- 5) If you are still not satisfied you may wish to put your complaint to the Secretary of State for Education, who can review whether the school has acted reasonably and followed the correct procedures. The Schools Complaint Unit (SCU) can be contacted via: -
 - National Helpline 0370 000 2288
 - online at: www.education.gov.uk/help/contactus
 - by writing to the Department for Education, School Complaints Unit, 2nd Floor, Piccadilly Gate Store Street Manchester M1 2WD

If you would like to read our full Complaints Procedure, please contact the school office for a copy or visit the school website www.lentrise.bucks.sch.uk.

Out of school activities This policy applies to school run out of school clubs.