



Who to go to if you have a concern – Grove Park Primary School



A concern can be raised or addressed: in person, in writing or by telephone – contact details can be found on our [school website](#). Please direct concerns to the relevant member of staff so that we are able to support you and address the issue as quickly and effectively as possible. The staff member may be able to address your concerns immediately or may arrange a further meeting within the 10 days.

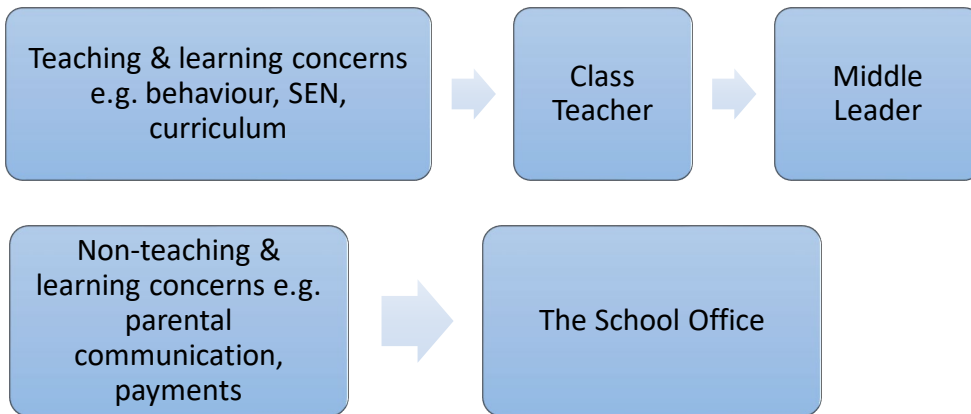
Parentkind have created this very helpful guide for parents:

<https://www.parentkind.org.uk/assets/parents-resources/Parent-Guide-to-School-Complaints.pdf>

Please see our website for the names and roles of members of staff at Grove Park:

- [Senior Leadership Team and Middle Leaders](#)
- [Teaching Staff](#)
- [Support Staff – Admin & Premises Team](#)

Stage A of Informal Concerns: 10 school days



Stage B of Informal Concerns: 10 school days

If you are dissatisfied with the outcome of Stage A then, once this stage has been completed, you can raise your concern with a member of the Leadership Team.

