

Working together to resolve problems

At the Aquinas Church of England Education Trust, we want every young person to flourish and enjoy a great school experience. We believe that a strong partnership between home and school is the foundation of every child's success.

Even with the very best of intentions, sometimes things go wrong. A student or family may feel unhappy about something that has happened at school or the way an issue has been handled. When that happens, we want to work together to put things right.

Is it feedback, a concern, or a complaint?

Feedback – You want to be heard

You are sharing views or ideas but do not need a reply. We listen and use this feedback to help us improve where we can.

Concern – You want an answer

You are worried about something and would like information or reassurance (for example, about homework, behaviour, or a decision). We aim to respond informally and quickly.

Complaint – You want action

You are unhappy with what the school has done or not done and want the matter to be investigated formally. Our full *Complaints Policy* on the school website explains each stage and timescale.

It's good to talk – We will always listen

If you are unhappy about something, please let us know.

We are committed to:

- Listening carefully and valuing every viewpoint.
- Responding with dignity, openness and respect.
- Seeking solutions together, as quickly and fairly as possible.

Most concerns can be resolved informally through a conversation with the **right member of staff**. However, if you feel something needs to be looked at more formally, our complaints process explains how that works and what you can expect at each stage.

Who should I talk to first?

Please follow one step at a time, starting with those closest to the issue:

- Class teacher or key member of staff – for classroom or day-to-day matters.
- Year group or phase leader
- Senior leader/deputy headteacher or SENCO if it relates to SEND

- Headteacher – for serious or unresolved concerns.
- Chair of Aquinas Trust – if you are making a *formal complaint* after completing the school process.

Contact details and the full Complaints Policy are available [here](#)

How to raise a concern or complaint well

- Start with the facts: what happened, when and who was involved.
- Be clear and concise; avoid including multiple issues in one message.
- Remain calm and respectful; focus on decisions, actions and impact on your child.
- State what you would like to happen, if that is realistic.
- Keep a note of meetings, emails and phone calls.
- If you make a formal complaint in writing, the school will normally acknowledge it in writing and explain the next steps and timescales.

What can go wrong, and how to avoid it

To help us resolve matters more easily, please avoid:

- Posting about the issue on social media.
- Using aggressive or disrespectful language.
- Relying on inaccurate online or AI-generated information about the law.

Keeping communication polite and private helps everyone stay focused on what matters most – your child’s wellbeing and progress.

Our aims are:

- 1. To ensure that every parent and carer feels heard and understood.**
- 2. To make sure every concern is taken seriously, handled fairly and resolved as quickly as possible.**
- 3. To build confidence that every family’s voice matters and that our actions will always serve the best interests of children and the wider school community.**

Thank you for working with us and for playing such an important part in the life of our Trust.

Together, we can help every child flourish.