

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 alive and well at St. Joseph's School. If you wish to talk about your child please:-

1. Approach the Class Teacher after school or send in a note to the teacher asking for an appointment to be arranged.
2. Talk to the appropriate Head of Key Stage:

Foundation Stage and Key Stage 1 – Mrs Reynolds
Key Stage 2 – Mr Gorton

3. The Head Teacher, Miss McFlynn, 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.

Complaints

The following is generally the strategy that is suggested if difficulties arise – we have placed them in the order in which we hope you would use when searching for solutions:

1. Talk to the class teacher
2. Talk to the Head of Key Stage
3. Talk to the Head Teacher
4. Make representations to the Governing Body either at the termly 'Governor surgeries' held in the school or in writing to:

Mr Chris Quinn
Chair of Governors
c/o St. Joseph's Catholic Primary School
Royal Avenue
Waltham Cross
Herts EN8 7EN

All contact and correspondence with Mr Quinn must be made through the school

5. Contact the Education Office in Hertford, their address is:
Area Education Officer
Education Office
County Hall
Hertford

