



Protocol for dealing with issues

At Lyng we are committed to resolving difficulties in a constructive manner, through an open and positive dialogue. However, we understand that everyday misunderstandings can cause frustrations and have a negative impact on our relationships.

Where issues arise or misconceptions take place, please contact your child's teacher in the first instance, who will be available to meet with you and go through the issue and hopefully resolve it.

Where issues remain unresolved, please follow the school procedure being:

1. Contact the Phase Leader for the phase within which your child is educated.
2. If still unresolved, please contact the school office to arrange a mutually convenient time to speak to the Deputy Headteacher.
3. If still unresolved, please contact the school office to arrange a mutually convenient time to meet with the Headteacher.
4. If the issue remains unresolved after meeting with the Head Teacher, please follow the procedure set out in the school's Complaints Policy which is available on the school website (or a copy can be requested from the school office) to bring the issue to the governing board.