

Mayfield Primary School
Communication Procedures for Parents and Carers
April 2019
Revised August 2021

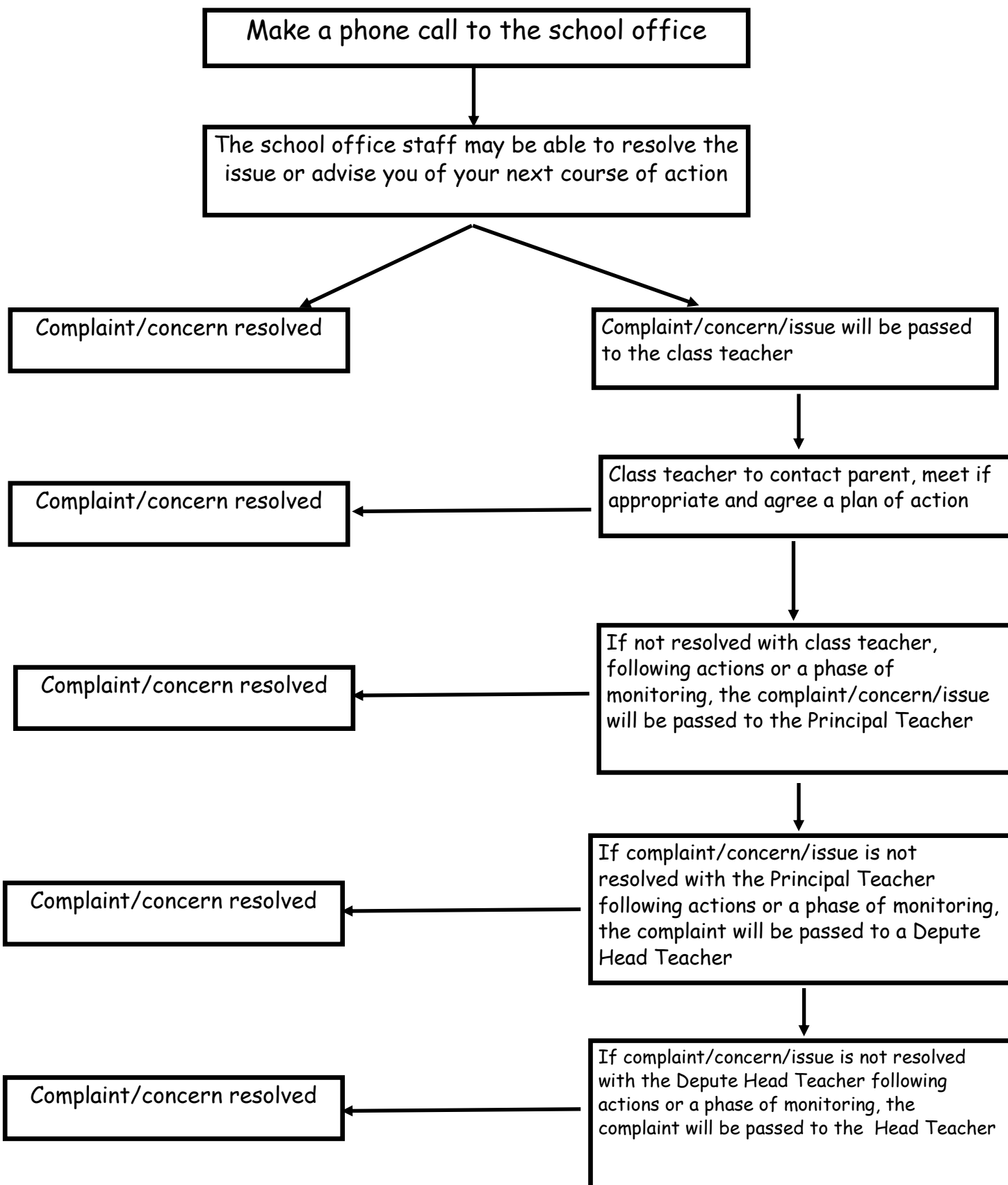
At Mayfield Primary School all members of staff work extremely hard to build positive relationships with all of our pupils, parents and carers. We aim to provide a friendly and safe environment in which each individual pupil has a voice and is valued. We aim to help each and every pupil achieve their potential, both socially and academically.

As a school community we aim to deal with questions, concerns, issues and problems promptly before they become a 'complaint'. We do, however, have a clear system in place to follow if necessary. This is in line with Midlothian Council Policy for primary schools. The steps to follow in the event of a concern or complaint are outlined clearly on the next page in the format of a flow chart. These steps provide clear guidance for all parents and carers when contacting our school with any questions or concerns.

Mayfield Primary School

Contact Procedures for Parents and Carers

If you have a query, concern or an issue to raise with the school, please use the chart below as a guide.



Parents/carers should only escalate a complaint/concern to Midlothian Council level if it has not been resolved using the above procedures. Any parent telephoning the education authority before the complaint reaches the Head Teacher will have the complaint passed back to the Head Teacher.