



Dealing with Parent Concerns

At Duns PS we aim to work together as a community to deal with concerns as they arise. Some concerns can be dealt with on an individual basis with a member of staff and others may be raised through a wider parent forum like FDPS. Each stage in the school has a Parent Rep and at the beginning of the year FDPS will hold a meeting to allow Reps to come forward and volunteer.

Parent Reps have a key role in

- supporting new parents who join the school
- contacting the wider parent body for volunteers
- being a point of contact should parents require further support

The Parent Rep will share their contact details through our Dojo Message system.

Individual Concerns

Stage 1 Concern

- Your child's class teacher is usually always the first point of contact should you wish to discuss any issues or concerns you may have. Class teachers are always happy to meet with parents but we ask parents go to the school office firstly to arrange a suitable time to meet.
- As you will appreciate the beginning and end of the day is often very busy so staff are not always available. However we will always aim to set up a meeting that day or as soon as possible after that.
- Office staff will ask about the nature of your concern so that they can direct you appropriately as more serious issues may have to go straight to the member of the Senior Leadership Team on duty.
- You may also use choose to use our DOJO messaging system and we have outlined below guidance relating to this.

Stage 2 Concern

Sometimes you may wish to raise a more serious issue with a member of the Senior Leadership Team (SLT). For example this might be related to a significant issue which may impact on the well-being or safe-guarding of your child. In this case the first point of contact will be the SLT stage leader or if they are unavailable the Duty Manager or Head teacher. Miss Foy (DHT) deals with Nursery to P3 and Mr. Maunder (DHT) deals with P4 - P7. The member of SLT will try to meet as soon as possible.

Stage 3 Concern

If on the rare occasion parents do not feel their first meeting with the Deputy HT or Head teacher has resolved their concern they can request a further meeting with the Headteacher. Usually this resolves the issue. Very occasionally parents will then get in touch with Scottish Borders Council, who will outline the SBC Complaints Procedure. (available on the SBC website). **It should be noted however that SBC staff at Headquarters will always re-direct parents back to the school if the initial meeting at Stage 1 or 2 has not yet taken place.**



Guidance on Use of Class Dojo

These protocols are designed to assist parents and teachers in the use of Dojo as an informal communication tool at Duns Primary School. They define appropriate and inappropriate use of the program.

What Dojo should be used for:

- Homework queries;
- Notification of any issues that have arisen e.g. a missing hat/part of uniform;
- General inquiries e.g. Is any parent able to assist at next month's trip?
- Giving good behaviour points;
- What we are working on in class. Sharing class learning and class achievements.
- Giving negative points for not following class/school rules or the teacher's direction.

What it is not used for:

- Replacement of absence notes: a note is still required or an absence phone call;
- Inquiries about playground incidents. If an incident is serious enough then it should be dealt with via a phone call requesting a meeting with SMT.
- Concerns or Complaints: once again, these should be dealt with personally via the office.
- Early pick up requests (these still go through the office).
- Discussion about sensitive concerns about your child. (Rules around DATA PROTECTION)
- Sharing information with other parents. e.g. screen shots.

Please note:

- Please try to send Dojo messages during normal working hours (8.00am - 4.00pm) and not on weekends.

You should NOT expect:

- A response to Dojo messages outside of normal working hours or immediately, as staff have full class contact time.

Whilst staff enjoy the benefits of families communicating with parents unfortunately failure to comply with the above guidance may result in access to the class Dojo being limited or in extreme cases removed.

Thanks for your continued support

Leanne Stewart

Headteacher