



Laxey School, Quarry Road, Laxey, Isle of Man

Department of Education, Sport and Culture
Rheynn Ynsee, Spoyrt as Cultoor

Executive Headteacher
Maxim J Kelly

Head of School
Trish Dudley



Laxey Primary School
Quarry Road, Laxey
Isle of Man, IM4 7DU

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GUIDANCE NOTES FOR PARENTS

If you have a concern or complaint

Please talk to us directly, as soon as you are able, as it is much easier to deal with problems as they arise as opposed to when they are historical.

What to do first

Most concerns can be sorted out quickly by speaking with your child's class teacher. All staff will make every effort to resolve your problem informally by listening to your concerns and explaining any relevant decisions or actions to you. Whilst we will always ask what you would like the school to do to put things right, we will also ask that you see the situation from the school's point of view and accept that we may still differ in opinion even after discussing the matter. Of course, we aim to support you wherever possible and solve any issues in an informal, open and friendly way.

What to do next

If you are dissatisfied with the teacher's response, you can make a complaint to the Executive Headteacher (Mr Kelly) or Head of School (Mrs Dudley). The Executive Headteacher/Head of School will ask to meet you to discuss the problem. The Executive Headteacher/ Head of School will conduct a full investigation into the complaint and may interview any members of staff or pupils involved. This usually solves any issues. However, you can write formally to the Executive Headteacher/Head of School if you would like a written response detailing the investigation and any outcomes.

Further actions

The problem will normally be solved by this stage. However, if you are still not satisfied, you may wish to contact the Department of Education Sport and Culture (DESC). It will then be investigated by an officer, appointed by the DESC, who has no previous knowledge of the problem and so will be able to view the situation impartially. You will be invited to attend and speak to the Investigating Officer who will report to the Chief Executive Officer. Guidelines for this are available in the DESC's Complaints Procedure which can be downloaded from the school's Website.

