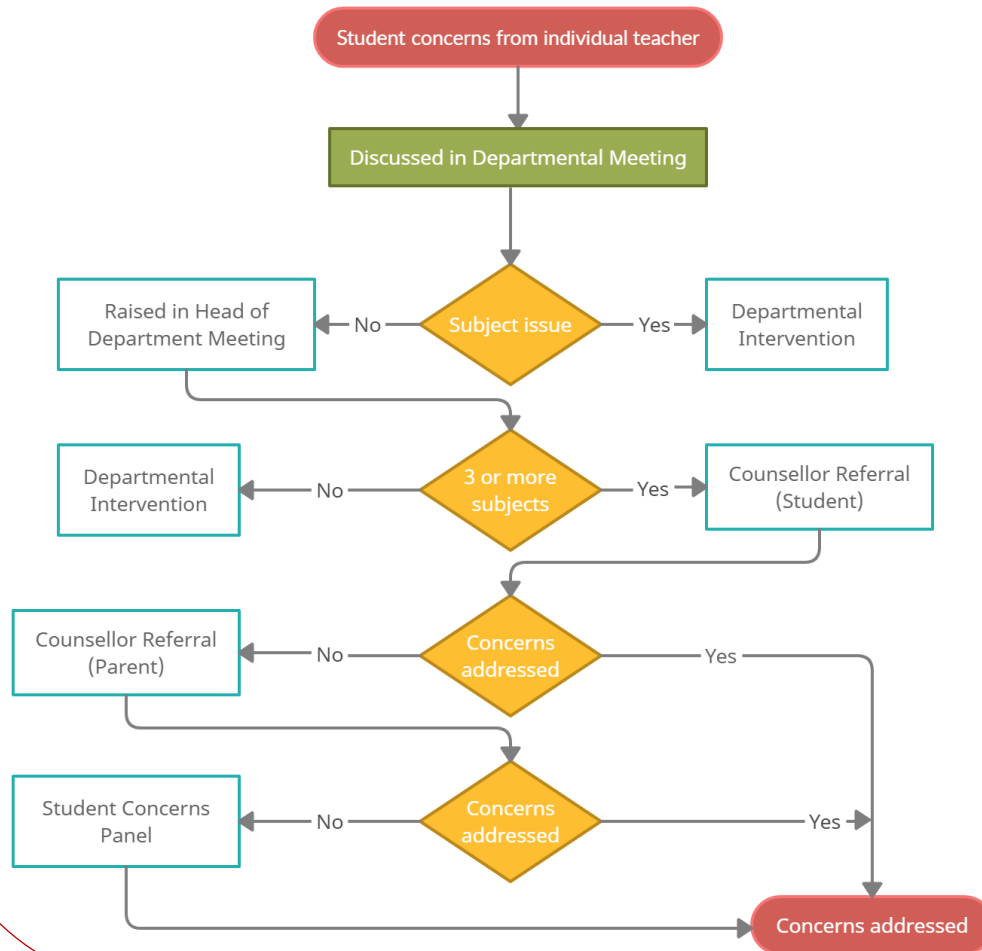


Student Concerns

Process

Student concerns should be raised at the earliest possible time in order to find a solution as soon as possible. Some concerns may only involve 1 subject or class, whilst underlying issues maybe affecting to Learning Pathway of the student. We at BIPs want to get all of students back of their Learning Pathway and accessing learning in an enjoyable, safe and secure environment.

The process below is how we assess and at what level we need to intervene and support the student. The majority of concerns will be dealt with at a teacher level. In those cases, which need more support, we have the procedures and resources in place to do so.



	<u>Level</u>	<u>Documentation</u>
Stage 1	Subject	Departmental Meeting (Minutes)
		↓
Stage 2	Departmental	HOD Meeting (Round Robin)
		↓
Stage 3	Counsellor	Referral documents
		↓
Stage 4	Counsellor	Referral documents
		↓
Stage 5	Student Concerns Panel	Panel Meeting (Minutes)

	<u>Process</u>	
Stage 1	1 Subject Teacher has a concern they feel needs raising further.	Subject Teacher will inform the Head of Department in departmental meeting.
Stage 2	2 Head of Department has a concern this is beyo	Parent will be contacted by phone (Subject Teacher)
Stage 3	3 assignments not completed or more than 2 subjects are a concern.	Parent will be contacted by phone (Supervisor).
Stage 4	No improvement made.	Parent will be contacted to have a zoom meeting with the Vice Principal.
Stage 5	Failure to meet assignment contract.	Parent will be contacted to have a zoom meeting with the Principal.



<u>Record</u>
Message log (Bips application)
Phone record message sent to parent (Bips application)
Phone record message sent to parent (Bips application)
Assignment contract
Meeting minutes

