



Raising a Concern at Casterton College Rutland

How we work with parents and carers

Our approach

At Casterton College, we value open and respectful relationships with parents and carers. We understand that concerns are raised because something matters. Most issues are resolved quickly and positively when they are raised early, discussed calmly, and directed to the right people.

A concern is always taken seriously

Even when we may not immediately agree, we recognise that concerns feel real and important to families. Staff will listen carefully, take time to understand what is worrying you, and focus on restoring clarity and confidence.

The best way to raise a concern

We ask parents to contact the school before attending in person. Casterton College is a large secondary school and unplanned visits cannot usually be accommodated. It is not normally possible to see the principal without an appointment.

Who to contact in the first instance

Parents should contact Pastoral Staff or Student Services via our single point of enquiry: enquiries@castertoncollege.com. This ensures concerns are logged and directed quickly to the right team.

Why concerns do not usually start with the Headteacher

Most concerns are best resolved by staff closest to the student. Senior staff will become involved where necessary once information has been shared through appropriate channels.

Visiting school without an appointment

For safeguarding and operational reasons, parents cannot normally be seen without an appointment. Staff will help redirect concerns to the appropriate contact and arrange next steps.

Communication and mutual respect

We expect all communication to be polite, professional and calm. Where conversations become confrontational or disruptive, staff may pause or redirect communication.

If concerns cannot be resolved informally

Parents may choose to follow the school's formal Complaints Policy where concerns cannot be resolved through discussion.

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Working in partnership

Students do best when schools and families communicate openly, assume positive intent and focus on children's needs, even when perspectives differ.

Frequently Asked Questions: Urgent Concerns

What if my concern feels urgent?

If a matter feels urgent, please contact the school via our single point of enquiry at enquiries@castertoncollege.com. This mailbox is monitored and urgent concerns are prioritised.

What counts as an urgent concern?

Urgent concerns usually relate to safeguarding, immediate safety or wellbeing, serious medical or mental health issues, or incidents requiring same-day awareness.

Should I come to school in person if it feels urgent?

Parents are asked not to attend school without an appointment. Contacting the school first ensures the right staff are alerted quickly and safeguarding procedures are followed.

Will senior staff be informed if a matter is urgent?

Yes. Where concerns are assessed as urgent, information will be shared promptly with the appropriate senior leader through internal systems.

What if I am unsure what to do?

If you are unsure, please contact enquiries@castertoncollege.com for guidance. In cases of immediate risk of harm outside school hours, contact emergency services.

Why is this approach important?

Using a single point of enquiry ensures concerns are handled consistently, reach the right people, and are managed calmly and effectively.



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