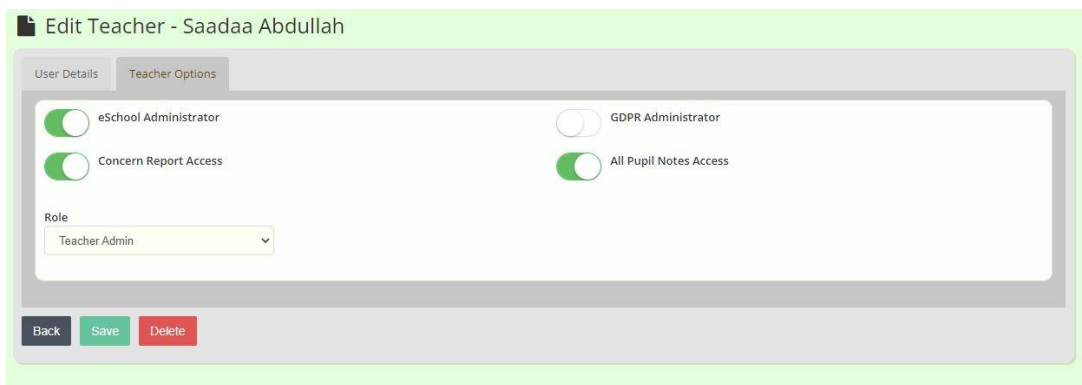## Concern Reports

A concern report is a quick and confidential way for a student to raise an issue or concern they are having. It is really important that a designated teacher responds to a concern report as quickly as possible. Both teachers and students can raise concern reports.

Setting Up Teachers to Receive Concern Reports

To assign a teacher to receive concern report, go to admin and select 'My Organisation' then 'Teachers'. Edit the teacher and set their 'Concern Report Access' toggle to 'On'.

You can do this for as many teachers as you wish. The teachers you assign will now receive an email on their school360 account whenever any pupil in their school raises a concern.

New Concern Report (Raised by Student)

Create a new Concern

There is a concern report button on every pupil's home page. To raise a concern the pupil clicks on the button.

This will open the report concern form below.

REPORT A CONCERN

If you want to talk about a problem with one of your teachers, please type your message in the box below.

Your message will be read by a teacher during the school day.
If you need help now please contact Childline at www.childline.org.uk or call 0800 1111.

ChildLine
0800 1111

SUBMIT

The child will complete the form and click submit. A confirmation message is given back to the child to inform them that the concern has been sent and will be dealt with by a teacher.

Success

Your message will be read by a teacher during the school day. If you need help now please contact Childline at www.childline.org.uk or call 0800 1111.

✕ Close
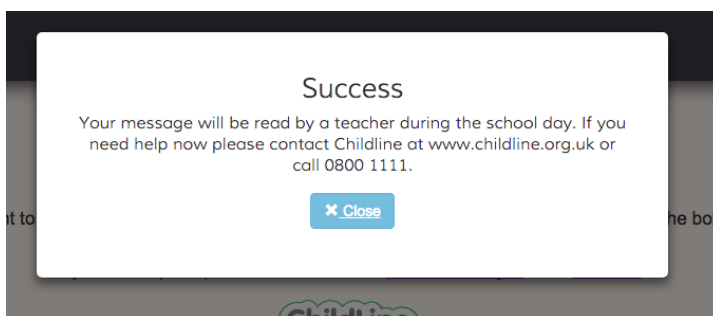
This action will send an email to all teachers assigned to receive concern reports.

View Process a Concern Report

As soon as a child submits a new concern an email is sent to all teachers in the child's school that are set to receive concern reports. Below is an example of the email the teacher will receive.
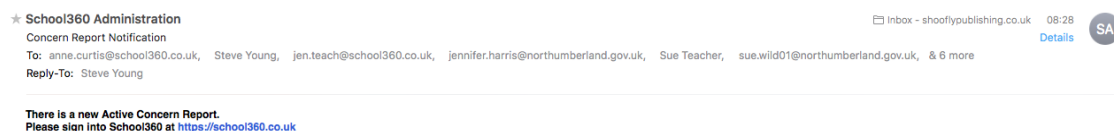
The teacher can then log into school360 to process the concern. Concern reports can have one of three states: -

- **Active**: This is a new concern and must be addressed as soon as possible.
- **Under Investigation:** A teacher is currently dealing with this concern.

- **Closed:** A teacher has dealt with the concern and there is no more action to take.

The concern reports are ordered by date raised descending. Active concern report (haven't been looked at) have a red warning sign in the status.

The teacher can use search filter to find the student they want to raise the concern about. The teacher then enters text and clicks on save.

Click on the 'view/edit' (pencil) icon to process the concern report. This will open the concern report form.

You can read the concern and then classify the type of the using the drop-down list at the top right. This will help reporting and analysis later. If you add an action and

save the report will change status to 'under investigation'. If you click 'Close Concern Report', the status will change to 'closed' and a closed date added. Both these actions will update the status of the concern and remove the red highlight.

Once a concern report is closed it can only be viewed.

New Concern Report (Raised by Teacher)

Note* The concern report shortcut will be red if you have any concern reports that have not been looked at by a teacher.

There is a concern report shortcut button on every teacher dashboard. To raise a concern the teacher clicks on the button. This will take you to a list of all concern reports for your school. At the top right you will see a 'New Concern Report' button, click this to open the create concern report form.

You can select a pupil, type of concern and complete the message (description of the concern) and any actions, then save or close as when processing a concern report raised by a child.

Reports

Pupil Concerns

Click the 'Reports' option under Concern Reports on the LHS menu. This will open the report options page below. This enables you to choose the class or pupil and specify a period for the report to cover. Click 'run report to view/print the output.

Pupil Concerns

Select a Group/Pupil

| 10A | | All Pupils |

Select Period

[•] This Year   ( ) Select a Term   ( ) This Week   ( ) Select a Date Range

Back   Run Report

You can also download a text file instead of printing.

If you have any suggestion for improvements or additions.

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