



Raising a Concern in our School A Polite Reminder

Although we work very hard as a school, there are times when you may wish to raise a question or concern. So that we can deal with this in the most effective way, we have a protocol which we would ask that all parents follow.

We would respectfully ask that you do not email the Headteacher directly as it is possible that your email will not be seen for some time due to workload.

Please do not email teachers directly either as they are busy teaching, and similarly may not see your email. Instead, please follow the protocol detailed on the school website.

1. If the issue is regarding a Teaching and Learning aspect of your child's provision, please arrange to meet with the right class teacher by contacting the school office either by telephone or email stating your specific query, giving a reasonable time for the teacher to respond given their teaching commitments – We will commit to responding within 24 hours. If the issue is regarding Safeguarding, then please ask to speak to:

The Designated Safeguarding Lead is Mrs E Eden

The Deputy Designated Safeguarding Leads are Miss N Williams and Miss V Wise.
who are the designated personnel for Safeguarding.

2. After meeting with the class teacher, please allow a reasonable time for your issue to be resolved. It may be that the teacher wishes to speak to a colleague, your child or other children.

3. If, after point 1 and 2, you are still not satisfied with the outcome, please contact the school office and request a meeting with the Deputy Head.

4. If, after point 1, 2 & 3, you remain unsatisfied, then please contact the school office to request an appointment with the Mrs Eden at a time which is mutually convenient. It may not be possible to see her the same day and an appointment will not be offered, unless points 1 -3 have been carried out.

5. If, after speaking with the Mrs Eden, you remain unsatisfied, then please follow the school's complaints procedure which can be viewed on school website or a paper copy obtained from the school office.

We are a happy school, striving to create a positive climate for children and families. We may not get it right 100% of the time but we try to! Please do not gossip or be unkind about us or any child on the playground or on social media – come and talk to us about it!

We also have a committed group of Governors who are happy to discuss anything with you. Please feel free to contact them via the school office.

We ask that all interactions with the school are positive, respectful and polite, recognising the professionalism and dedication of the staff. We will not tolerate any form of verbal or physical abuse or aggression