

Communication procedure for parents and families

We know that when a parent has a concern about their child in school, whether it is pastoral, curriculum or staffing in nature, they often feel that the best way forward is to speak with the most senior staff. In our experience, often the quickest path to resolving concerns is to speak with the most appropriate person. The flow chart below outlines who this will be:

Child attendance, appointments or related concerns	Learning Concerns	Pastoral or Safeguarding *Concerns	Particular learning or physical need concerns	Concerns relating to staff	Queries and concerns relating to school administration, family finance, school meals or trips
↓	↓	↓	↓	↓	↓
<p>If your child will be absent from school, you must inform us by Parentmail or by leaving a message on our telephone system.</p> <p>If your child has an appointment during the school day, please send a note to their class teacher on the day of the appointment.</p> <p style="text-align: center;">↓</p>	<p>Raise your concern with your child's class teacher in the first instance.</p> <p style="text-align: center;">↓</p>	<p>This covers your child's individual needs, wellbeing and any personal problems they may have, or similar concerns about another child.</p> <p style="text-align: center;">↓</p>	<p>Where a concern is related to a special need or gift your child may have that may require additional support to enable successful learning, speak with your child's class teacher in the first instance.</p> <p style="text-align: center;">↓</p>		
	<p>If you feel that the class teacher is unable to help please contact the phase leader. The leaders are responsible for pastoral care and behaviour in their phases. They are:</p> <p> EYFS- Mrs Mitty Y1+2 - Mrs Moorcroft Y3+4- Miss Wilson Y5+6- Mr Strode </p> <p style="text-align: center;">↓</p>	<p>Speak with your child's class teacher.</p> <p style="text-align: center;">↓</p>	<p>If you feel that the class teacher may not be able to help, speak with the Children's mentor, Mr Chamberlain.</p> <p style="text-align: center;">↓</p>		
<p>If you are concerned about your child's attendance speak with Mr Chamberlain, Children's Mentor.</p> <p style="text-align: center;">↓</p>					
<p>If you remain concerned after following the above steps, please make an appointment to see either Mrs Mitty (Assistant Headteacher) or Mrs Wilson (Deputy Headteacher).</p> <p style="text-align: center;">↓</p>					
<p>↓</p>					
<p>If you remain concerned after following the above steps, please make an appointment to speak with Mr White, our Headteacher.</p>					
<p>*Safeguarding- if you have urgent concerns about the safety of yours or another child in our school, please report this immediately to Mr Chamberlain, Mr White or Mrs Wilson, our safeguarding team.</p>					
<p>Inter school communication- staff are expected to share family concerns with other teachers and senior staff as soon as practically possible. Where a response is required, this should be within 2 school days, or in the case of a written complaint, an initial following investigation response can take upto 10 working days, as per the Complaints Policy.</p>					
<p>School staff are available both before and after school for informal conversations, however may not be readily available if parents drop in. Appointments can be made with all school staff by contacting the school office on 0151 4286114, usually within a working week. If you are writing to school it would be very helpful if you give us as much information about your concern or complaint as possible, including who it involves, any relevant dates and times and what you would like the outcome to be.</p>					
<p>Our Chair of Governors, Miss Carol Chapman is also here to support when a parent has a concern or complaint. She can be contacted via the school office.</p> <p style="text-align: center;">Our complaints procedure can be found on our website or a hard copy can be obtained from the school office.</p>					

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