

## **Guidance for reporting concerns**

The below is the method for communicating concerns, other than those related to safeguarding. If you have a safeguarding concern, go straight to the Headteacher.

### **What do I do if I have an issue?**

If you have an issue, in the first instance, it is recommended that you speak to the class teacher on a 1:1 basis. This fosters dialog and mutual respect. If the class teacher cannot resolve your issues, they will seek further advice and get back to you with a response within a reasonable period of time (a couple of days maximum). If they haven't replied to you within this period of time, it may be a good idea to give them a gentle reminder, as a matter of courtesy.

### **How can I escalate an issue?**

If you have an issue which cannot be resolved by your child's class teacher or to which you haven't received a satisfactory resolution, you can speak to the Phase Leader.

If the phase leader cannot resolve your issues, they will seek further advice and get back to you with a response within a reasonable period of time (a couple of days maximum). Again, if they haven't replied to yet within this period of time, it may be a good idea to give them a gentle reminder, as a matter of courtesy.

### **I have an issue linked to inclusion or a child's SEN?**

These issues should be communicated to your class teacher firstly, however, do remember that we have an Inclusion Team who are always ready to support. Mrs Adams will be the first point of contact for children with EH&CPs, Ms Majasi will be your first point of contact for children on for are not on EH&CPs but need additional support.

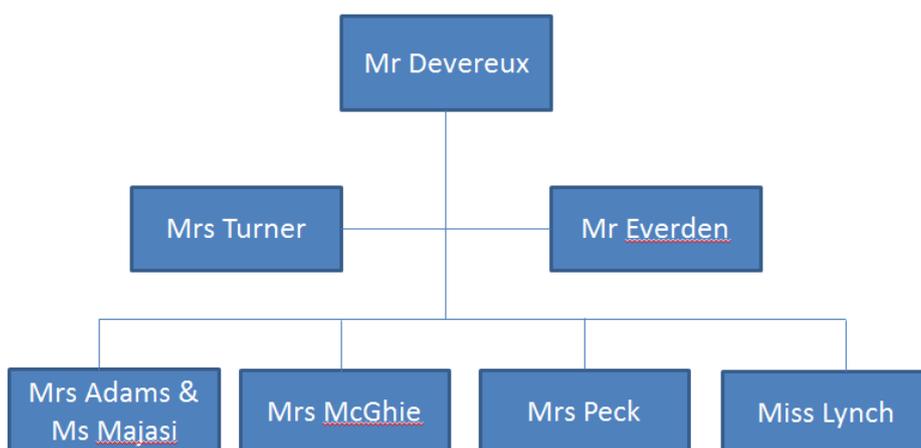
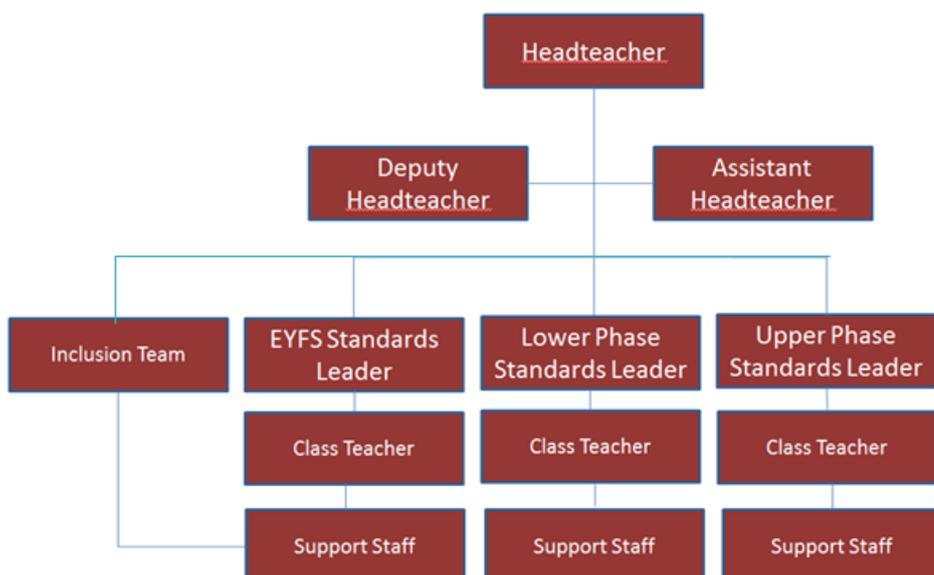
### **I really think that my issue cannot be dealt with by a class teacher, phase leader or a member of the Inclusion Team.**

If an issue cannot be dealt with by either your child's class teacher or phase leader, you need to consider the school staff structure. You can go directly to the Assistant Headteacher or the Deputy Headteacher. They will deal with your issue and seek guidance or support from the school's Headteacher as necessary.

### **I am anxious about reporting an issue?**

Please do not be anxious about reporting any issues. If you do feel this way, for whatever reason, why not ask a friend to support you in bringing the problem to the school's attention.

If you feel that there is a particular member of support staff that you have a good relationship with, you can also speak to them in order for the issue to be brought to the attention of the class teacher.



In order for problems to be dealt with effectively and efficiently we encourage parents to report issues immediately using the above outlined reporting procedure, this supports in ensuring problems don't fester or escalate.

There is also an expectation that all staff are proactive in dealing with issues and, where possible, can support in providing resolutions as well as bringing the issue to light.

There are always members of staff on the playground before school, who can deal with minor issues which may have occurred overnight that you would like to bring to the attention of the school.

All staff are on the playground After School to support in communication.

Appointments can also be made to speak to your class teacher by phoning the school office at any point during the day on: 0203 764 8860