

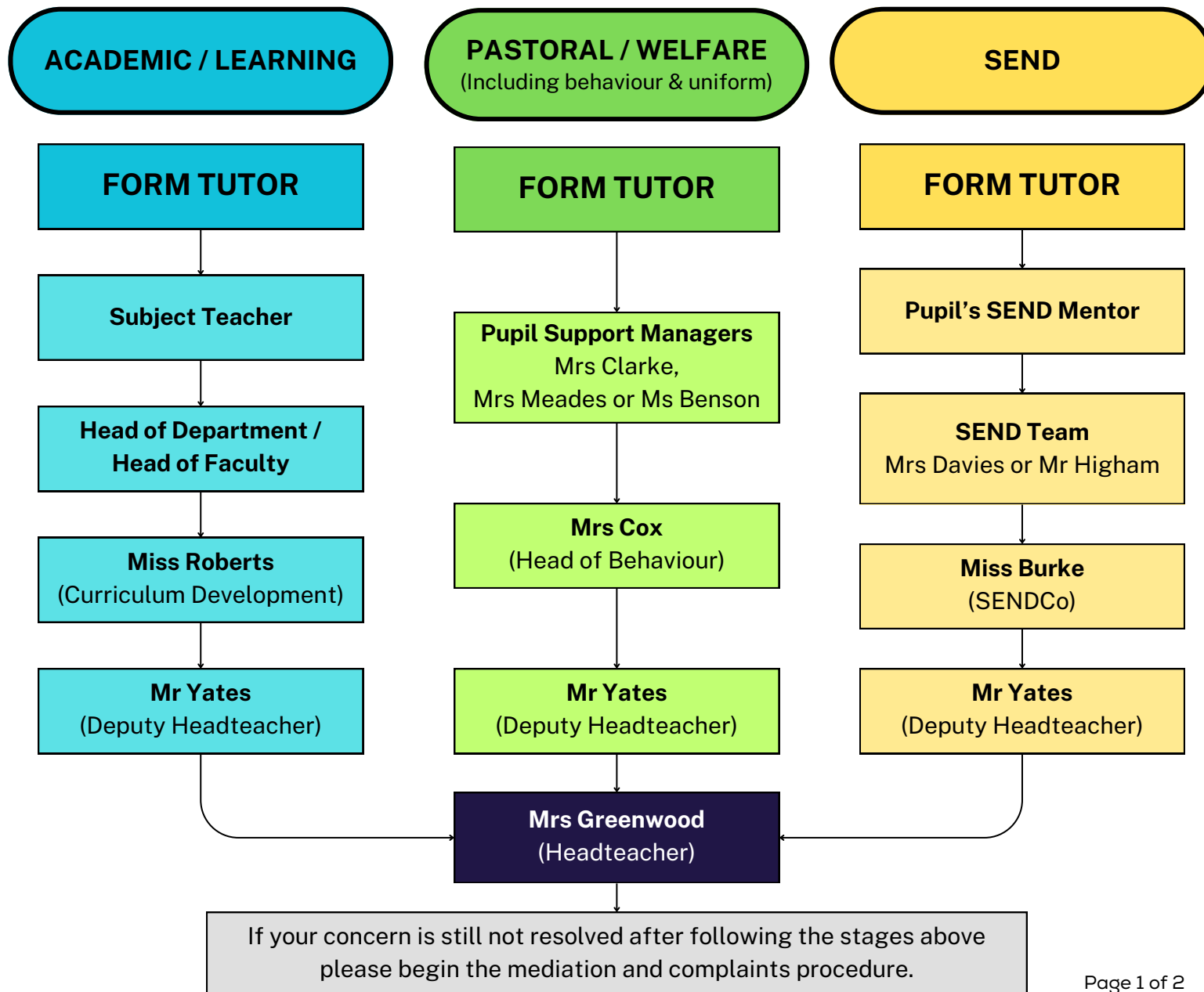
Support and Communication Process for Parents/Carers



Please contact your child's Form Tutor directly via their [email address](#) as this is usually the best way to receive a reply quickly. Or you can phone the office on 01748 833501 and ask for a message to be passed on. Your child's Form Tutor will reply to you within 72 hours (3 working days) but often sooner depending upon their commitments.

For urgent or safeguarding concerns, please call the office immediately. If your child's form tutor is unavailable, they will connect you with someone who can help.

All phone calls are recorded for training and monitoring purposes. Please see our [Privacy Notice](#) on our website for further details.



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Mediation and Complaints

Mediation: In order to resolve any concern or complaint quickly and informally in regard to the perceived conduct or behaviour of any member of school staff including the Headteacher (except for concerns around safeguarding which must be dealt with formally), the complainant must first try to resolve this through mediation by asking for a meeting with that member of staff to discuss that concern, if practicable, and an independent member of staff (or governor) so that all information can be shared and considered on both sides and a resolution agreed. If you have difficulty discussing a concern with a particular member of staff, we will respect your views. In these cases, your concern will be referred to another staff member. Similarly, if the member of staff directly involved feels unable to deal with a concern, the matter will be referred to an alternative member of staff. The member of staff may be more senior but does not have to be. The ability to consider the concern objectively and impartially is more important.

Complaint: If informal routes have proven unsuccessful then if the complaint is about any staff member, not including the Headteacher, please write to the Headteacher, Mrs Lucy Greenwood. If the complaint is directed towards the Headteacher, then please write to the Chair of Governors via the Clerk to the Governing Body (email on [Governors](#) website page).

We take all concerns seriously and know that there are occasions when an issue may need to be taken further and a formal complaint raised. In those cases, please follow our [Complaints Policy](#) and procedure to commence this process accordingly.

