



## Communication and Raising Concerns Guidance

We are committed to working in partnership with you to ensure the best outcomes for all our pupils. Clear, respectful communication between home and school helps us resolve any issues as quickly as possible.

Please read the following information carefully, as it explains how you can share concerns or important messages:

- **First point of contact:** Your child's class teacher should always be your first port of call for any concerns or queries.
- **Contacting the school:** If you phone the school office, staff will be happy to take a message. They will record a **brief summary of your concern** and pass this on to the relevant member of staff.
- **Response times:** Staff will respond to your message within **48 hours - 2 working days** (during term time). We appreciate your patience while we investigate and prepare a reply. Our staff's primary responsibility during the school day is teaching and supporting the children in their care. For this reason, they may not be able to respond to messages immediately. Please be assured that all parental concerns are taken seriously; however, we kindly ask for your patience as staff may not see or be able to respond to messages until after the school day has ended.
- **Respectful communication:** Please remember that all conversations should be conducted in a calm and respectful manner. If any parent or carer is aggressive, threatening or abusive in person or on the phone, staff have been instructed to end the conversation immediately.

To make it clear how concerns can be escalated if you feel an issue has not been resolved, please see the flow chart below:

### How to Raise a Concern – Parent/Carer Flow Chart

① **Raise your concern with the Class Teacher**

↓ (Response within 48 hours)

② **If unresolved or unhappy with the outcome, escalate by contacting the Phase Leader**

↓ (Response within 48 hours)

③ **If still unresolved or unhappy with the outcome, escalate by contacting a member of the Senior Leadership Team (SLT)**

↓ (Response within 48 hours)

We value your cooperation and understanding in following this process, which helps ensure that all concerns are handled effectively and respectfully.

If you have any questions about this guidance, please contact the school office.