



Contacting School Staff and Resolving Problems - 2024-25

All communications or issue resolutions must begin with you child's **Class teacher**. Please send a message on ClassDojo (no reply after 4:30pm) or speak to your child's teacher at the end of the day, on the door.

IN AN EMERGENCY - You should always contact the school office as teachers may not pick up your message in time.

REPORTING ABSENCE DUE TO ILLNESS - You should always contact the school office as soon as possible.

Problem
Unresolved?

Please ask your child's teacher to refer the issue to their **phase leader**. The phase leader will arrange to meet with you to discuss any problems you may have.

Phase leaders are:

Mrs Wilton - Goldilocks and Nursery

Miss Shephard - Reception and Year 1

Mrs Morgan - Year 2 and 3

Miss Thorpe - Year 5 and 5

Mrs Ndaji - Year 6

Problem Unresolved?

Please ask the SLT or Student Services Team member to refer the issue to **Mr Wakeman**. Mr Wakeman will arrange to meet with you to discuss any problems you may have.

Problem
Unresolved?

Please ask your child's phase leader to refer the issue to the appropriate **member of SLT or the Student Services Team**. The SLT member or Student Services Team Member will arrange to meet with you to discuss any problems you may have.

Appropriate SLT member or Student Services Team Members are:

Mr Stanton - Goldilocks and Nursery

Mrs Ayres - Reception and Year 1

Mrs Twells - Year 2 and 3

Mrs Sidhu - Year 4 and 5

Mr Khan - Year 6

Mrs Ayres - SENDCo and Inclusion

Mrs Middleton - Head of Student Services and Safeguarding

Mrs Taylor-Janes - Family Support

Mrs Lewis - Attendance

Mrs Franks - Medical

Problem
Unresolved?

Please ask for a follow up discussion with Mr Wakeman to identify next steps and escalation if necessary.