



**HERE to  
HELP**

We pride ourselves on being an open and welcoming school. We are here to support your children to be the best that they can be.

If you have a question, concern, worry or need help please use the simple guide below to get to the person who is best placed to help.

**CLASS TEACHER**

For anything to do with your child the Class Teacher is ALWAYS the first port of call. They will be able to help you and if extra support is needed (for example with SEN, then they will pass it on)

**PHASE LEADER**

AFTER you have spoken to the Class Teacher if you still have concerns you don't feel have been resolved then please speak to the Phase Leader and they will then look into how to resolve this for you.

**FAMILY SUPPORT WORKER**

If you are having home issues you would like us to signpost support with then please contact our Family Support Worker via the school office.

**OFFICE STAFF**

For anything to do with organisation, trips, letters, enquiries etc please speak to the school office. They will also be able to arrange meetings with the Class Teachers and Phase Leaders for you.

**SENIOR LEADERSHIP TEAM**

If you have spoken to the Class Teacher and Phase Leader and feel your issue has not been resolved appropriately you should then speak to the Head Teacher or a member of the Senior Leadership Team.

If you want a quick word with your Class Teacher please catch them before or after school. If you have a concern then please arrange a meeting with your Class Teacher which can be done with them or through the school office.

ALL EMAILS to staff must be sent via the school office who will then pass them on.



**Please treat us with respect. Rude or abusive comments, threatening behaviour or physical abuse of any kind towards any member of staff will not be tolerated and may result in further action being taken.**



Please be aware that if our staff feel you are not speaking or acting in an appropriate manner they will end the meeting or phone call immediately.