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Dear Parents and Carers

I am writing to you to ensure that you know who to get in contact with should you have an issue, concern or question that you need to discuss in relation to your child/ren.

As you know we are limiting the number of face to face meetings that we are having in school - reserving these for emergencies only where possible. That said, we want to ensure that all parents and carers feel that they are able to raise things as they arise and that these are dealt with promptly.

We would ask that before parents and carers contact the school or ask to speak with a member of staff that they take a moment to read the below to ensure that they are contacting the best person to deal with the issue:

My child is feeling unwell/has an injury but they are coming to school and they need someone to keep an eye on them:

Class teacher or school office

My child has forgotten an item of kit that they will need later in the day:

School office

We have an appointment and I need to collect my child early today:

School office

My child is upset about something that happened at school:

Class teacher

We need to request a leave of absence:

School office

My child is upset about something that has happened at home/we are experiencing difficult family circumstances:

Mrs Sargeant

My child's special educational needs or concerns regarding special educational needs:

Inclusion Team

I am concerned about my child's mental health or well being:

Inclusion Team



I am concerned about my own mental health or well being:

Mrs Sargeant

I have a safeguarding concern or a concern about a member of staff:

Mrs Freeman

I have a concern/issue with my child's attendance:

Mrs Lineker

My child is being bullied (suspected bullying should always be discussed with the class teacher in the first instance):

Class teacher and then Mrs Freeman

I am interested in volunteering:

Inclusion Team

We hope that this is helpful in directing you towards the right people to deal with your question, issue or concern.

Best wishes,



Hannah Freeman

Acting Head Teacher and Designated Safeguarding Lead

