



# Who do I speak to if...



Sometimes you may have questions about school, how it runs or need help with something school related but not know who is the best person to ask. This poster outlines potential queries you may have as a parent or carer and which member of staff is best to talk to in this situation.

## I need to talk about my child's learning

### Class teacher

Across the year, you will have opportunities to discuss with your child's teacher about their learning through face-to-face parents evenings. However, if you have a query that you wish to speak about before hand, please speak directly with the class teacher who will be happy to help at a suitable time. This may be at the end of the day or through a phone call.

## I need to pass on a message to the class teacher during the day

### Staff on gate duty/office

Sometimes you may just need a message passing on to your child's class teacher on the morning or throughout the day. The best way to do this is to speak to the staff on gate duty. If you are unable to do this, you can make a phone call to the office who will be able to pass the message on. Please be mindful that the office can be very busy on a morning.

## I have concerns about my child's needs

### Class teacher

In the first instance, it is important that you speak directly with the class teacher. They will be able to inform you of any support that is in place within the classroom; anything they have identified about your child and their needs.

### SENDCo

Following on from this, you may need to speak with the school SENDCo (Miss Hindmarsh) about further support and signposting.

## I have an issue with something that has happened at break or lunchtime

### Class teacher

You may wish to speak with someone about an incident that took place at break or lunch time. The first person to speak to about this is your child's class teacher. They will more than likely have the information at hand to help. If they do not, they are well placed to investigate your concern and report back.

### Assistant Headteacher - Mr Tapner & Miss Hindmarsh

If you are unhappy with the outcome of your concern, or there have been repeated issues, we recommend you speak with one of our Assistant Headteachers. They will be able to discuss the issue further and try and resolve any concerns.

## I need help booking breakfast club or after school club.

### Office Staff

For any issues around bookings, please speak to the office staff who will be more than happy to help support you with any issues.

## I can't/ don't know how to pay for school dinners or trips?

### Office Staff

As the office staff deal with all payments, these are the best people to speak to if you have any issues about payments.

## I am having problems with communication apps such as Arbor

### Office Staff

There may be a simple resolution; it may take more time. Either way, our office staff will be able to assist you with any issues you have.

## I need help with admissions/transfers

### Office Staff

All documentation concerning admissions or transfers runs through the office. They will be able to help you with any concerns related to this.

## I am unhappy with a decision a member of teaching staff has made

### Class Teacher

If there is a decision a member of teaching staff has made that you are unsure about, please speak with them directly. They will be able to explain their rationale and reasoning behind this decision.

### Assistant Headteacher - Mr Tapner & Miss Hindmarsh

If you are still not happy with the response or rationale you have been provided with, please speak to one of our Assistant Headteachers who may be able to assist further.

## I am unhappy with the support my child receives in class/ their curriculum offer

### Class Teacher

By speaking to the class teacher, you can raise these concerns directly with that individual. Your child's class teacher will be happy to listen to any concerns you have and take these into consideration.

### Assistant Headteacher - Mr Tapner & Miss Hindmarsh

If you are unhappy with the outcome of your concern, we recommend you speak with one of our Assistant Headteachers. They will be able to discuss the issue further and try and resolve any concerns.

## I have a safeguarding concern

### Safeguarding Team

If you have a concern about the welfare or safety of a child, we ask that you raise this with a member of the safeguarding team.

### Children's Services Front Door

If you believe a child is in immediate danger; risk or have witnessed something first hand which calls in to question a child's safety, you should ring this service or the police.



Mrs Young



Miss Kelly



Mr Tapner



Miss Hindmarsh



# Who do I speak to if...



Class teachers may be your first person to speak to if you have an enquiry. Below is a list of class teachers with their classes if you don't know which staff member you require.

## Early Years



**The Beehive (2 Year Olds)**  
Miss McGuire



**Nursery**  
Miss Billington



**Class 1**  
Miss Bowen



**Class 2**  
Mrs Freeman/ Mrs Park



## Key Stage 1

### Year 1



**Class 3**  
Mrs Osborne



**Class 4**  
Miss Clark



### Year 2



**Class 5**  
Mr West



**Class 6**  
Miss Curtis

## Key Stage 2

### Year 3



**Class 7**  
Mr Beadle



**Class 8**  
Ms Bradley



"Putting Children First"

### Year 4



**Class 9**  
Mrs Taylor



**Class 10**  
Mr Harker

### Year 5



**Class 11**  
Mr Newton



**Class 12**  
Mrs Jones

### Year 6



**Class 13**  
Mr Curtis



**Class 14**  
Mrs Coates

# Who do I speak to if...



Below are a range of other staff, and their roles, who you may wish to speak to if you have a query.

## Den Staff



**Mrs Wade**



**Miss Chapplehowe**



## Oasis Group Staff



**Miss McLean**



**Miss Kelly**

## Office Staff



**School Administrator**  
Miss Thompson



**Finance Administrator**  
Miss Griffiths



**Office Manager**  
Miss Phillips



**Parental Support Advisor**  
Miss Nelson



'Putting Children First'

## Leadership Team

All members of the Senior Leadership Team also make up the Safeguarding team.



**Mrs Young**  
Head Teacher



**Miss Kelly**  
Deputy Head Teacher  
Designated Safeguarding Lead



**Mr Tapner**  
Assistant Headteacher



**Miss Hindmarsh**  
Assistant Headteacher  
SENDCo