

## Safeguarding Concerns

All adults working with or on behalf of children have a responsibility and duty to safeguard and promote the welfare of all children. Staff in school are trained to deal with these matters when they arise in school.

Parents/carers also have a right and responsibility to report any concerns about the well-being and safety of any child in school.

### Procedure

If you have a safeguarding concern about **any** child please report this immediately to any member of staff who will complete our internal referral document and pass the information to a member of the Safeguarding Team who will deal with the matter in line with our Safeguarding Policy (copy available from the school office or website).

These matters are always treated confidentially to protect children.

If the matter concerns a member of staff **you must report this to a member of the Senior Leadership Team**

Mrs Helliwell - Executive Head Teacher

Mrs Hill - Head of School

**Please note that all safeguarding matters are treated with confidentiality in school and we ask that parents/carers reporting incidents treat them in the same manner.**

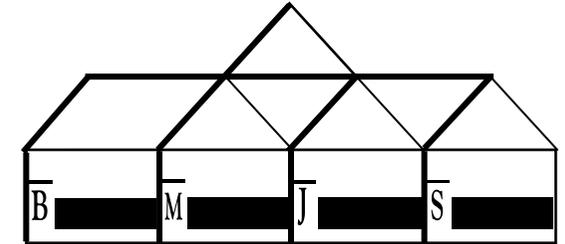
The Governing Body have adopted the Local Authority's Policy for handling complaints against members of staff which is included in our Safeguarding Policy.

This will ensure that appropriate action and investigation can take place without unnecessary distress being caused to children and/or parents/carers. All safeguarding matters are dealt with immediately and we aim to respond within 24 hours.

All members of staff mentioned in this leaflet can be contacted through school on:

01709 828505

# Information Leaflet for Parents



## Raising a Concern

*September 2017*

The aim of this leaflet is to inform parents and carers how to raise a concern about any aspect of the school. It also contains information about how to report safeguarding matters concerning any children.

The welfare of all pupils is paramount. Our school fully recognises the contribution it can make to protect children and support pupils in school.

## How do I raise a concern?

We welcome feedback on all aspects of our work; parents/carers can do this in many ways, including:

- Comment slip on the weekly newsletter.
- Comment on the questionnaire.
- Note or e-mail to the school office
- Discussion with a member of staff.
- Sending a message via the website which links directly to the school's e-mail.

We know that on a daily basis our children are happy and enjoy their time in school, however on occasion things may not run smoothly for individual children and we want to ensure that your concerns are addressed.

## Our Aim

**In order that we can deal with your concern as quickly as possible, please see below to find the most appropriate member of staff.**

### Class Teachers

In most cases the class teacher is the best member of staff to start with. Your child's teacher knows the children well and they are most likely to have first-hand information about events in school.

Class teachers are happy to chat about any queries or concerns that you may have but please remember that before school teachers are preparing lessons and could have yard duties or other supervision duties and after school may be running a club or meeting with colleagues or parents/carers.

If you wish to discuss any particular matter please contact the school office so that a mutually convenient appointment can be made to address your concerns. We will respond within 24 hours.

### Senior Staff

In the unlikely event that the class teacher cannot address your query or concern, please contact a senior member of staff:

**Mr Bennett - Deputy Head of School**

**Mrs Barden - Y5/6 Phase Leader**

**Mrs Rowbottom - Y3/4 Phase Leader**

**Mrs Weatherall - Inclusion Leader**

You can also talk to **Mrs Roebuck** or **Miss Stringer (Inclusion Support)** about *safeguarding/child protection, absence, behaviour issues etc.*

If your concern is still not addressed, you may wish to contact:

### **Mrs Hill - Head of School**

Responsible for day to day running of the school.

### **Mrs Helliwell: (Executive Head Teacher)**

Overall responsibility for the school.

### Governing Body

If you are still unhappy with the response from school you can obtain a copy of our Formal Complaints Procedure from the school office, where you can also contact Governors:

### **Mr Chris Watson: (Chair of Governors)**