

Concerns & Issues Flowchart

**Parent/Carer has
a concern**

Parent/Carer should contact the class teacher in the first instance by talking to them at the end of the day or contacting the school office and asking for a phone call/meeting.

Resolution

If it is a safeguarding matter, please report immediately by contacting the office and making it clear that it is a safeguarding concern. They will then pass it to a member of the Safeguarding team Mrs Brooks, Mrs Boyle or Mrs Moore.

No Resolution

**Parent/carer
should contact
the Headteacher**

Resolution

No Resolution
Complaints Policy should be followed