Grange Primary School:- Dealing with initial concerns protocol Sept 2024 Appendix 1

Our underlying principle is that concerns ought to be handled, if at all possible, without the need for formal procedures. Your child’s class teacher and the teaching team that spend every day with your child are the best placed people to resolve any concerns that you have about your child’s experiences at Grange.

If you do have any concerns regarding learning or behaviour the following protocol has been agreed by all staff and it is expected that any initial concerns will be followed up in a timely manner.

**Stage 1:- Talking to the class teacher**

1. **Approach your child’s class teacher to arrange a convenient time to discuss your concerns.**

We find that these types of discussions are most effective when they are conducted at a peaceful time away from children, allowing sensitive issues to be discussed freely. First thing in the morning when the teacher is meeting and greeting children is not a conducive time, neither is collection time at the end of the day. Teachers will not be able to take specific details at these busy times, however, they will be able to arrange a more suitable time to meet with you if you let them know you would like to talk.

Of course, if you feel the information you would like to share about your initial concern is a Safeguarding issue/Safety issue and the teaching team need to be aware immediately then teachers are available to talk prior to 8.35am. Please contact the school via the office or on WEDUC to arrange this. After 8.35am teachers need to be on duty with their class. This same principle applies at going home time. Teachers are only available to discuss specific concerns after all of the pupils in their class have been dismissed at the end of the school day.

We like to take this approach so that

a ) the safety of *all* the pupils in the class remains the teachers only priority at these times and:

b) we can dedicate all of our attentions to listening to your concerns when this is no longer the main priority.

1. **Ring up the school office or message via WEDUC to request a phone call from the teacher.**

This would form the starting point record of your worries/concerns. You will then receive a follow up phone call within 24 hours by the class teacher.

Again if you feel that your concern is of a safeguarding nature and you would like the teacher to know about something immediately (which may arise first thing in a morning) you can outline any details to the office staff who will make sure this information is passed on to the teacher.

1. **Communicating initial concerns via e-mail**

These can be sent to admin@grange.derbyshire.sch.uk and the office team will forward your concern to your child’s class teacher. Please do not use this method of communication if you feel the class teacher/teaching team need to be aware of your concerns immediately.

**What happens next?**

1. Teachers will make a written record of your concerns after either meeting with you in person or talking to you via a phone call and will then proceed to investigate the issue. They will do this in a variety of ways:- talking to your child, talking to other children, talking to members of staff, reading incident reports/communication notes from the previous day/week.
2. Once they have an accurate full picture of your concern the class teacher will look at positive ways concerns can be resolved for your child and yourself. They will meet with the team and agree specific actions with specific deadlines.
3. The teacher will then feedback to you via a pre-agreed meeting time. At this point the teacher may also ask other members of staff to join the meeting as they may be better placed to help reassure you/explain further actions and offer further support in the longer term aim of solving your concerns. We will however, try to ensure this is not over whelming for you and unbalanced in staff to parent ratio.

**Nowhere in this school will we tolerate violent, aggressive or abusive behaviour. All communications will take place in a courteous manner with all parties showing respect to each other.**

**Stage 2:- Talking to the designated Leader in your child’s phase of the school.**

If you feel your concern has not been resolved to your satisfaction, we encourage you to book an appointment with the Leader who has responsibility for your child’s year group.

Mrs Roberts:- Early Years (Nursery, Reception/FS2).

Mrs Angeloni:- Key Stage 1 (Year 1 and 2 classes).

Miss Williamson:- Key Stage 2 (Year 3, 4, 5 and 6 classes).

These leaders will then be able to pursue a further investigation into your initial concerns, the actions already taken by the teaching team and will be able to offer further advice and support in ensuring your child is happy, settled and learning in Grange Primary School.

**Stage 3:-Booking an appointment to see the Head Teacher/Deputy Head if you feel your initial concern is still not resolved and has now become a complaint.**

Please refer to the Grange Complaints Policy Sept 2024 and the Complaints form below in appendix 2.