



**STAGE 1:** I have a concern about my child (e.g. an incident on the playground, a worry about their learning, an issue with friendship, something that has happened at home, they are feeling unwell today).

I want to speak to someone in the morning

Leave a message with the staff on the door your child enters through. The member of staff will pass the message on to the teacher. You will hear back from the teacher or LSA with a meeting **time/outcome** in the **next 2 school days**.

(Please note the class teacher will not be able to see you at this time as they need to be in class).

I want to speak to someone in the afternoon

Wait until all other children have been dismissed from the classroom and then ask the class teacher to arrange a meeting. The teacher will come back to you with a meeting **time/outcome** within the **next 2 school days**.

(Please note the teacher may not be able to see you that day due to other commitments, meetings, clubs).

**STAGE 2:** I have had a meeting with my child's class teacher but I am still concerned about my child.

I am concerned about my child's SEN Needs

Book an appointment with the SENCO at the school office.

(Please note the office may not be able to book an appointment for you immediately but will get back to you with a date and time **within 2 school days**. Your appointment date will be no more than **7 school days** in advance).

I am concerned about my child's medical needs

I am concerned about my child's behaviour

Book an appointment with the Deputy Head Teacher or a member of SLT at the school office.

(Please note the office may not be able to book an appointment for you immediately but will get back to you with a date and time **within 2 school days**. Your appointment date will be no more than **7 school days** in advance).

I am concerned my child is being bullied

I am concerned about my child at home

Book an appointment with the Safeguarding Team at the school office.

(Please note the office may not be able to book an appointment for you immediately but will get back to you with a date and time **within 2 school days**. Your appointment date will be no more than **7 school days** in advance).

I am concerned about my child's safety

**STAGE 3:** I have followed Stage 1 & 2 but I am still concerned about my child/ do not feel my issues have been addressed.

Book an appointment with the Head Teacher at the school office.

((Please note the office may not be able to book an appointment for you immediately but will get back to you with a date and time **within 2 school days**. Your appointment date will be no more than **7 school days** in advance).

If you feel the issue/concern has still not been dealt with after following these three stages, please ask the school office for a copy of the Complaints Policy to fill out.

# Sir Martin Frobisher Academy

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Head of School: Miss Victoria Higgins



8<sup>th</sup> January 2020

Dear Parents/Carers,

At Sir Martin Frobisher Academy, we are continually looking for ways to improve. One area we feel we would like to develop is our communication with parents.

Therefore, to ensure we communicate effectively with yourselves, we have created a flowchart (on the back of this page) to aid you in who you may need to speak to regarding different matters. The flowchart has been shared with all staff at SMFA and they will be following the flowchart from tomorrow.

Please ensure that you follow the flowchart to ensure you are contacting the correct member of staff and following Stage 1, 2 and then 3. We will ensure that we respond to your queries within 2 school days with an appointment time or resolution to your query.

If you have any queries, please do not hesitate to speak to your class teacher.

Kind regards,

Miss V Higgins