

## Recommended Procedures for Parents

We know that when parents have a concern that relates to their child at school, they often feel the best way forward is to ask to see the Headteacher or Deputy Head – whether this is pastoral, curriculum-related or staffing-related in nature. However, it is our experience that many of these concerns can often be most quickly resolved by talking first to the most appropriate person. The flow chart below outlines who this will be.

Learning Concerns	Pastoral Concerns	Concerns relating to particular learning or physical needs	Issues relating to staff	Concerns & Queries relating to school administration
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<p>Please raise your concern with your child's <b>class teacher</b> in the first instance:</p> <p>Ladybirds: <b>Miss Hook</b>            Caterpillars: <b>Mrs Stark</b>            Flamingos: <b>Miss Barton</b>            Hummingbirds: <b>Miss Boxall</b>            Toucans: <b>Miss Anstey</b>            Sharks: <b>Mr Farrer</b>            Narwhals: <b>Miss Miles</b>            Dolphins: <b>Mrs Samuel/Mrs Wallace</b>            Whales: <b>Miss Bucknell</b>            Leopards: <b>Mrs Bellingall</b>            Tigers: <b>Miss Clarke</b>            Lions: <b>Mrs Richards</b>            Panthers: <b>Mr Jordan</b></p>	<p><i>(Pastoral care covers our support of your child's individual needs, their emotional wellbeing and helping them with any personal problems they may be experiencing at school)</i></p> <p style="text-align: center;">↓</p> <p>Please raise your concern initially with <b>your child's class teacher</b>. They may enlist the help of our school ELSA (Emotional Literacy Support Assistant) who is <b>Mrs Horton</b> or alternatively <b>Mrs Elkins</b>. Mrs Elkins also runs parent drop-ins and nurture groups with pupils.</p>	<p>Where a concern is related to a special need and you feel an adjustment may be required to support successful learning e.g. issues related to ASD (Autistic Spectrum Disorders), dyslexia, dyspraxia or physical disabilities</p>	<p>Please contact reception who will forward your concern to the most appropriate person.</p>	<p>Please speak to</p> <p style="text-align: center;"><b>Mrs Conroy</b></p> <p style="text-align: center;">Senior Admin Officer</p>
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<p>If you feel the class teacher is unable to help, please contact the Key Stage Manager. Our Key Stage Managers are responsible for the behaviour and pastoral care of each of their year groups:</p> <p><b>Mrs Wilson:</b> YR, Y1 and Y2 (EYFS &amp; KS1 Manager)  <b>Mrs Wallace &amp; Mrs Samuel:</b> Y3 – Y6 (Joint KS2 Managers)</p>		<p>Please raise your concern with your child's class teacher in the first instance</p>		
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<p>Please make an appointment to see our Deputy Headteacher, <b>Mr Jordan</b>, if you remain concerned after following the steps above.</p>		<p>Please arrange an appointment with either <b>Mrs Elkins</b> (SENCo Assistant) or <b>Mrs Clarke</b> (Acting SENCo) <i>(Mrs Burningham, our permanent SENCo, is currently on maternity leave)</i></p>		
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<p>Please make an appointment to see our Headteacher, <b>Mrs Clarke</b>, if you remain concerned after following the steps above</p>				
<p>Teachers are available after school for informal conversations and appointments can be made with all of the above by contacting the school office on 01252 876106 or emailing <a href="mailto:adminoffice@potleyhill.hants.sch.uk">adminoffice@potleyhill.hants.sch.uk</a>.</p> <p>If you are writing to the school, it is really helpful if you can give us as much information about the background of your concern or complaint as possible, including who it involves, and what you would like the outcome to be.</p>				
<p>Our Chair of Governors, Mrs Pam Dowell, is also here to support when a parent has a concern or complaint. She can be contacted through the school office.</p> <p>Our full school complaints policy can be found on our website at <a href="http://www.potleyhill.hants.sch.uk">www.potleyhill.hants.sch.uk</a> or a hard copy can be obtained from the school office.</p> <p><b>Please remember that social media <u>IS NOT</u> an appropriate platform to raise any concerns with the school.</b></p>				