

## Communication Procedure

The school endeavours to respond quickly and sensitively to concerns parents/carers may have about any aspect of their child's schooling. Initially parents/carers are advised to contact the relevant person as indicated on the table below and they would be more than happy to investigate and resolve the matter.

If the matter of concern is very serious then parents/carers are advised to contact a member of the senior leadership team by telephone, by email or in writing.

If parents/carers are not satisfied with the school's response to a concern then they should request a copy of the schools formal complaints procedure.

### Recommended Procedure for Parents/Carers

#### Step 1

##### Nature of Concern

Pastoral



Curriculum



Staffing



Administration



Health & Safety or Site



*A list of all staff and their roles within school can be found on the school website or in the school reception area*

#### Step 2

Contact Headteacher, if not already contacted under procedure 1 and unable to resolve

#### Step 3

Chair of The Perins MAT: if procedure 1 & 2 were followed and not resolved. A letter/email must be received via the school office marked for the Chair's attention and this will be forwarded to the Chair.

#### Step 4

The detailed complaints procedure is available on the school website and should be referred to if you are still not stratified with your response within school.