



**Weston St Mary CE Primary School**  
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**Executive Head Teacher: Mrs A Flack**



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CE Primary School**

*But as for you, be strong and do not give up, for your work will be rewarded ~ 2 Chronicles 15:7*

### **Raising a concern in our school – A polite reminder**

As a school community we work hard and there may be times when you wish to raise a question or a concern.

So that we can deal with this in the most effective way, we have a protocol which we would ask you to follow in the first instance.

Please do not contact teachers directly (Via Teams or email) they are busy teaching and may not see your email, especially during evenings or weekends.

Please follow the below protocol –

1. If the issue is regarding a teaching and learning aspect of your child's provision, please arrange to speak with their class teacher by contacting the school office, either by telephone or email, stating your specific query. Please allow a reasonable time for the teacher to respond given their teaching commitments. We will endeavour to respond within 24 hours. If the issue is regarding safeguarding, then please ask to speak to Mrs Flack or Mrs Halden who are the designated personnel for safeguarding.
2. After speaking with the class teacher, please allow a reasonable time for your issue to be resolved. It may be that the teacher wishes to speak to a colleague, your child or other children about the issue.
3. If, after point 1 and 2, you are still not satisfied with the outcome, please contact the school office and request to speak with the head of school Mrs Halden.
4. If, after point 1, 2 3, you remain unsatisfied, then please contact the school office to request to speak with the Executive Headteacher, Mrs Flack at a time which is mutually convenient. It may not be possible to see her the same day and an appointment will not be offered, unless points 1-3 have been carried out.
5. If, after speaking with the Executive Headteacher, you still remain unsatisfied, then please follow the school's complaints procedure which can be viewed on the school website or a paper copy can be obtained from the school office.

We are a happy and caring school and are striving to create a positive climate for all children and families. We may not get it right 100% of the time but we do try to. We ask that all interactions with the school are positive, respectful and polite.

*I can do all things through him who strengthens me ~ Philippians 4:13*