



While the communication pathway helps ensure concerns are addressed by the most appropriate member of staff, SLT remain accessible and involved where matters are serious, unresolved or require wider oversight. Members of the Senior Leadership Team are present on the gate each morning if required.  
**There are specific instances where concerns should be shared directly with the Headteacher or Safeguarding Team.**

**Safeguarding**

All Concerns about Safeguarding or welfare of a child can be emailed to: [dsl@stjames-veybridge.surrey.sch.uk](mailto:dsl@stjames-veybridge.surrey.sch.uk)

This inbox is reviewed every school day.

**Concerns about actions or conduct of a staff member**

The Headteacher is responsible for holding staff to account.

[dsl@stjames-veybridge.surrey.sch.uk](mailto:dsl@stjames-veybridge.surrey.sch.uk) or email the office requesting a call from the Headteacher regarding a staff concern.

**Special Educational Needs and Inclusion**

Our SENCO supports with special educational needs or barriers to learning, and can coordinate assessments, interventions, or external support. The SENCo can be contacted directly on [sen@stjames-veybridge.surrey.sch.uk](mailto:sen@stjames-veybridge.surrey.sch.uk)

**Formal Complaints**

If you do not feel that your concerns have been dealt with appropriately, then please consult our formal complaints policy on our website. You will receive a formal written response from the school within 20 school days on receipt.