

Parent Communication Flow Chart

Parent identifies an issue or concern relating to their child's learning, behaviour or wellbeing.



Speak to the Class Teacher (First Point of Contact)

As part of their professional duties, classteachers have responsibility for curriculum delivery and the academic progress of their class. They are also responsible for the pastoral and SEND support for the class. The class teacher works with the child on a daily basis and has the most direct understanding of their academic progress and classroom behaviour. Many issues can be resolved quickly at this stage.



Subject Leaders

In some circumstances, you may be directed to the subject leader if your complaint is relating to curriculum coverage or curriculum choices. Subject leaders have responsibility for the standards in their subjects and progression.



Speak to the Phase Leader/ SENCO

Phase leaders have responsibility for the behaviour, curriculum and assessment of their phase and can be used to further investigate concerns that have not been resolved at classteacher level. The SENCO may also be involved at this level if the concern relates to SEND.



If your concern cannot be resolved, speak to the Deputy Headteacher



If your concern cannot be resolved, speak to the Headteacher

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

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 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

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.