

What to Do If You Have Concerns

Start: Concern arises

Step 1: Talk to the Class Teacher

- Share your worries or concerns with them first. Class teacher should be your first point of contact because they know your child the best and work with them on a daily basis.
- Agree a course of action - it may be that the concern can be resolved at Step 1 by the class teacher.

Step 2: Is the concern about SEN?

- **Yes:** Contact SENDCO, Mrs Pakrooh. The teacher still maintains overall responsibility for your child and their progress but the SENDCO will support the class teacher to support your child. This includes arranging for reports, arranging out of class interventions and coordinating support, where appropriate.
- **No:** Contact Mr Fossard, this may relate to attendance or behaviour. This could also be about another concern

Step 3: Has the situation improved after enacting Step 2?

- **Yes:** No further action needed
- **No:** Contact Mr Fossard

Is it a serious safeguarding concern?

- Contact Mrs Dawson or other DSL as a matter of urgency.

The best way to contact any Staff member is either face to face or sending an email to the school office.

Telephone: 01454 511 004

Email: office@frenchayprimary.org.uk
