

APLEY WOOD PRIMARY ACADEMY

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Headteacher Mrs E Smith

Deputy Headteacher Mrs Y Thorpe

Chair Of Governors Mrs E McDermott

7th January 2025

Dear Parents and Carers

At our school, we understand that on occasion issues may arise involving your child's education, well-being, or any other relevant matters. We believe in fostering open and effective communication between parents and staff to ensure a both a nurturing and productive learning environment.

To maintain consistency and streamline the resolution process, we kindly request that you follow the process outlined below when addressing minor problems:

Class Teacher: In the first instance, if you encounter any concerns relating to your child's academic progress, behaviour, or general well-being, we encourage you to contact their class teacher. They possess the most comprehensive knowledge of your child's individual needs and can address any questions or concerns you may have.

Pastoral Lead: if your concern is about emotional health and well-being needs. You can also contact Mrs Mumford, our pastoral lead.

Phase Leader: If you feel that your concerns have not been adequately addressed by the class teacher or if the issue is more complex, please contact the respective Phase Leader. Phase Leaders oversee a specific age group within our school and have a broader understanding of the curriculum and developmental needs of the pupils in their phase.

Our Phase Leaders are:

Reception, Years 1 & 2 – Mrs Garraway

Years 3 & 4 and Years 5 & 6 – Mrs Rowe

If you have a concern regarding SEND needs, that the class teacher has been unable to resolve, please speak to Mrs Thorpe, Senco.

In exceptional cases where you believe that the issue remains unresolved despite contact with the class teacher and Phase Leader, we kindly ask that you escalate the matter to our Deputy Head, Mrs Thorpe. She has the experience and authority to address more significant concerns and can work with you to find a solution involving all parties.

Should the steps outlined above fail to provide a satisfactory resolution or if the matter is of a more serious nature, or involving a member of staff, please feel free to involve me, Mrs Smith, as the Head Teacher. I am here to support you and your child, and I will do my utmost to address any concerns that require my attention.

By following this procedure, we aim to ensure that concerns are addressed promptly and efficiently. We believe that this approach allows for constructive dialogue and resolution, fostering a positive and collaborative atmosphere within our school community.

Please note that this procedure is specifically designed for minor concerns. If you are facing an urgent or serious matter, or any issues related to safeguarding, we encourage you to contact the school immediately, via the school office. They will pass your concern on to the appropriate staff member and we will take appropriate action. For formal complaints, please follow the Reach2 complaints procedure available on our website.

I would like to take this opportunity to remind you that we have an open-door policy, and we are always willing to discuss any concerns or suggestions you may have at a mutually convenient time. We value your input and believe that working together is key to your child's success.

Thank you for your continued support.



Mrs Ellen Smith.
Headteacher