

Longford CofE Primary School



Communications and Complaints Flowchart

What is the aim of this document?

The aim is to strengthen links between home and school by ensuring clarity and consistency of messaging and communication and to ensure that parents/carers know where to direct their query and how to escalate it where necessary.

I need to inform the school that my child will not be in school

If your child's absence relates to illness, please email the class teacher, cc'ing in Mrs Holmes, or phone the office (01335 330364), leaving an answerphone message if there is no answer.

If your child's absence relates to a term time leave of absence, please complete the leave of absence form (available on our website, under 'Parent Information') at least two weeks prior to the first date of absence. I have a general, non-urgent enquiry

Please email the class teacher, school office or headteacher, as appropriate.

Alternatively, please call the school office. Mrs Holmes is happy to help with any queries but may need to ask you questions so she knows how to best help you with your query or where to direct you.

We encourage everyone to leave a voicemail if there is no-one available to take your call. Voicemails are monitored at points throughout the day.

I have a concern/complaint

Stage 1 - Informal Complaints

It is hoped that most concerns can be expressed and resolved on an informal basis.

In the first instance, concerns should be raised with the appropriate person – normally your child's class teacher, followed by the headteacher.

If the issue remains unresolved, the next step is to make a formal complaint (Stage 2).

We aim to respond to all concerns or complaints within two working days.

Stage 2 - Formal Complaints

If you are unhappy with the outcome of the first stage and would like to make a formal complaint, please email the Headteacher at headteacher@longford.derbyshire.sch.uk (unless about the Headteacher).

If the complaint is regarding the Headteacher, a letter/email should be addressed to the Trust Complaints Coordinator and emailed to complaints@embarkfed.org.uk

Please view our <u>Complaints Policy</u> for more details.

Where a matter is of such urgency, such as a safeguarding/child protection concern, please telephone the school office on 01335 330364 and your call will be passed on to a member of the Safeguarding Team.

If you have immediate concerns for the safety of a child when school is not open, please contact Call Derbyshire on 01629 533190.

Safeguarding Team at Longford CofE Primary School

Longford CofE Primary School is committed to safeguarding and promoting the welfare of children & young people and expects staff & volunteers to share the commitment.



Mrs Elise Piper-Hadfield Headteacher

Designated Safeguarding Lead



Mrs Rebecca Whitney Teacher

Deputy Designated Safeguarding Lead



Mr Paul Leeson

Safeguarding Governor