'As many hands build a house, so many hearts make a school.'

Recommended Communication Procedure for Parents & Carers

If you have a concern that relates to your child at the school, please follow the procedure below:

<table>
<tr><th>Learning Concerns.</th><th>Pastoral Concerns
(Pastoral care covers our support of your child's individual needs, their emotional wellbeing and helping them with any personal problems they may be experiencing at school.)</th><th>Concern relating to a particular learning or physical needs.</th><th>Issues relating to staff.</th><th>Concerns or queries relating to school administration.</th></tr>
<tr><td>Please discuss any concerns with your child's class teacher. They are happy to meet you at the door for a short conversation or leave a message with Mrs Germon
or
Mrs Gough and they will arrange for the class teacher to contact you.</td><td>Please meet with your child's class teacher and talk about your concerns.</td><td>Please meet with your child's class teacher and talk about your concerns, in the first instance.

Please arrange a meeting with the school's Additional Learning Needs Coordinator (ALNCo)

Mrs Evans</td><td rowspan="3">Please contact the school office who will forward your concern to the most appropriate person.</td><td rowspan="3">Please contact any of our administration staff.</td></tr>
<tr><td colspan="2">If you feel you need a further conversation please contact a member of the Senior Leadership team via email
office@allsaintspsbarry.co.uk
Mrs Evans / Mrs Webb</td></tr>
<tr><td colspan="2">Please make an appointment to see Mr Ashworth our Deputy Headteacher if you remain concerned following the steps above at
office@allsaintspsbarry.co.uk</td></tr>
</table>

Our full school complaints policy can be found on our website,
or a hard copy can be obtained from the school office.

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Please make an appointment to see our Headteacher: **Mr Williams** if you remain concerned after following the steps above.			
Teachers are usually available after school for informal conversations and appointments can be made with all of the above teaching staff by contacting the school office on 01446 745726 or emailing **office@allsaintspsbarry.co.uk** If you are writing to the school, it is really helpful if you give us as much information about the background of your concern or complaint as possible, including who it involves, and what you would like the outcome to be. Please do not email staff directly on their Hwb email addresses as these are not currently monitored daily unlike the school inbox. **All parental communications should come via office@allsaintspsbarry.co.uk** Please allow up to 5 - 10 working days for responses, however, we will always try to answer any queries in a shorter timeframe.			

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