

Who Should I Contact?

A simple guide for parents and carers

Working
together for
our children

Please work through the tiers in order.

In most cases, start at Tier 1. If the matter cannot be resolved at that level, it can then move to the next tier.

1 Tier 1 Start here

Most questions and concerns can be resolved at this stage.



Your child's Class Teacher

Please speak to your child's teacher first about:

- Learning or home learning
- Behaviour
- Friendship or pastoral concerns
- Concerns about your child in school
- General questions about school events (please check the online calendar first)



In person



By phone



Or write a note



The School Office

Contact the Office directly for:

- Last-minute school events information or changes to the school day
- Reporting an absence
- Requesting a leave of absence
- Appointments
- Payments (including meals and trips)
- Medication or injuries
- School uniform
- Clubs (e.g. spaces or cancellations)



Phone



Email



In person



Urgent? Please contact the School Office and they will get a message to the relevant member of staff at the earliest possible convenience.

2 Tier 2 Further support

If your concern has not been resolved at Tier 1, or further specialist support is needed, it can move to Tier 2.

Miss Penwill

(EYFS & Key Stage 1 Leader)

For escalated teaching and learning concerns in Early Years and Key Stage 1.

Mrs Sinclair

(Key Stage 2 Leader)

For escalated teaching and learning concerns in Key Stage 2.

Mrs Upston

(SENCo)

For ongoing or escalated SEND concerns.

A teacher, parent or a combination of the two can request a conversation or meeting. Please contact the School Office or speak to your child's teacher to arrange this.

3 Tier 3 Senior Leadership

If the matter still requires further attention after Tiers 1 and 2, it can be escalated to the Headteacher or Deputy Headteacher.

Mr MacDonald / Mrs Harmer (Headteacher / Deputy Headteacher)

Contact can be arranged through the School Office or through the member of staff already dealing with your concern.



You can also contact the **Headteacher or Deputy Headteacher** directly about:

- Safeguarding concerns
- Significant poor behaviour outside of school.

4 Tier 4 Chair of Governors

If you have followed Tiers 1 to 3 and your concern has still not been resolved, the final stage is the Chair of Governors.

Mr Stephen Lodge (Chair of Governors)



To contact Mr Lodge, please write a letter, care of the School Office, marked as private and confidential.

Please refer to our Complaints Procedure, which can be found on our school website: [Elmstead Primary School – Policies](#)



Not sure who to contact?

Please contact the School Office and they will take some details from you and arrange for the most suitable person to get back to you.



School Office Contact Details

01206 822889

admin@elmsteadprimary.net

We aim to respond to queries and concerns as quickly as possible and within **48 hours** (excluding weekends).



Thank you
for working in partnership
with us.