









Do you have a concern or complaint?.....This is the recommended procedure for parents/carers

We know that when parents have a concern that relates to their child at school, whether it's pastoral, curriculum or staffing in nature, they often feel the best way forward is to ask to see the head or deputy head or make a formal complaint elsewhere e.g. Governors/Ofsted. In our experience, many of these concerns can often be most quickly resolved by talking first to the most appropriate person. The communication flow chart below outlines who this will be.

Learning Concern 	Play Concern 	Pastoral Concern 	Special Needs Concern 	Staff Concern 	School Admin or General Concern 	
When a concern is related to your child's experiences in the classroom and/or their curriculum learning...	When a concern is related to your child's experiences at playtime...	Pastoral care covers our support of your child's individual needs, their emotional well-being and helping them with any personal problems they may be experiencing at school or at home	When a concern is related to a special need and you feel an adjustment may be required to support successful learning	Please contact reception who will forward your concern to	Please speak to Mrs Oldman (PA to the Head and Office Manager)	
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Please raise your concern with your child's class teacher in the first instance						
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If you feel the class teacher has been unable to help please contact our Phase Leads EY/KS1 – Mrs Hunt KS1 – Miss Callaghan Lower KS2 – Mr Lovey Upper KS2 – Mr Millard	If you feel the class teacher has been unable to help please contact our Head of Inclusion and Pastoral Mrs Banks	If you feel the class teacher has been unable to help please contact our Pastoral Welfare Manager and lead DSL: Mrs Pace	If you feel the class teacher has been unable to help please arrange an appointment with our SENDCo or SEND Admin: Mrs Gallacher – SENDCo Mrs Polden – SEND Assistant			
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Teachers are available after school for brief, informal conversations and appointments can be made with all of the above by contacting the school office on 01634 338040 or emailing office@hoo-st-werburgh.medway.sch.uk If you are writing to the school it is really helpful if you give as much information (about the background of your concern) as possible, including who it involves, and what you would like the outcome to be.the most appropriate person.				If you remain concerned after following the steps above and the recommended timeframe for actions has been completed, please make an appointment to see our HOS/Deputy Headteacher: Mr McLean or Mrs Boffa If you then still remain concerned after following the steps above, please refer to our Complaints Policy which can be found on our website and/or the flowchart below.		



Schools Complaint Flowchart

Please use this flowchart alongside our [Complaints Policy](#)

