



# Edgewood Primary School

**Building skills and values for life**

Headteacher: Mr Ed Seeley

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## Process for expressing concerns

The welfare and happiness of everyone at Edgewood Primary School is of the utmost importance to all staff.

If you have concerns about any aspect of your child's time in school it is vitally important that your first port of call is your child's class teacher. Of all the staff in school they are likely to know your child the best, spend the most time with them and be able to sort any problems out quickly and effectively. Even if you have a concern with something you think a class teacher has said or done, a quick chat to them will solve the issue far quicker than going to someone else in school for the vast majority of concerns.

Also with issues (especially those around friendship groups and some actions of other children that are upsetting your child) then please make sure you go back to the class teacher if the issue isn't resolved after a short period of time so they can tell you what they have done and then look at an alternative course of action. Please also feed back when it has worked as then, should problems flare up again in the future, the teacher will know what has worked well and can adapt that process.

However, if you feel you cannot approach your child's teacher, or, if after talking to your child's teacher, you aren't happy with their response or they aren't available, then your next port of call is the leader of that key stage. Miss Tomlinson leads the three Foundation Stage classes (Rainbow, Red and Green), Miss Hislop leads the three Key Stage One classes (Blue, Yellow and Orange) and Miss Cross leads Key Stage Two (Amarillo, Verde, Rosa, Azul, Rojo and Morado). That leader is better able to rapidly talk to the staff in their team and is often able to deal with issues that have cropped up more efficiently than staff higher up the school at this stage.



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Christchurch Road, Hucknall, Nottinghamshire, NG15 6HX

If the concern is still not resolved after speaking to the Key Stage Leader then we have three people who are then best placed for you to speak to. If it is a general concern then you can speak to myself, our Deputy Head (Mr Curtis) or our Assistant Head (Mrs Bradley). Please note that coming straight to one of us without speaking to the class teacher or Key Stage Leader will often mean we simply have to go back to the class teacher at the end of the day or the day after. This can then delay action meaning it can then take longer for staff to actually change things and improve things for your child.

If at any point this is an urgent matter of safety that a class teacher could not resolve or regards the safeguarding of children because a child is in imminent danger of harm then please speak directly to myself or the deputy head outlining your reasons for coming directly to us.

At all times during this and subsequent processes we must remind you that all conversations between staff and parents should be polite, calm and controlled in line with our 'Acceptable Behaviour of Adults in School' Policy.

If, after following that process, you still are not satisfied that we have dealt with the matter and resolved the issue then please refer to our Complaints Procedure and go directly to the formal, written stage of that policy.

Ed Seeley,  
Head Teacher