LINCOLN ANGLICAN ACADEMY TRUST
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Whaplode (Church of England) Primary School
Mill Lane, Whaplode, Spalding, Lincolnshire
PE12 6TS

Phone:/Fax: 01406 370447

Executive Head Teacher: Miss A Muir
whaplode.reception@southlincs-hub.co.uk
www.whaplodeprimary.co.uk

Whaplode Church of England Primary School

I can do all things through him who strengthens me ~ Philippians 4:13

Raising a concern in our school

Although we work very hard as a school, there are times when you may wish to raise a question or concern. Our aim is to resolve all concerns quickly and sympathetically. So that we can deal with this in the most effective way, we have a protocol, across all schools in our Trust, which we would ask that all parents follow.

- We would respectfully ask that you do not email the Executive Headteacher Deputy Head directly as it is possible that your email will not be seen for some time due to workload.
- Please do not email teachers directly either as they are busy teaching and, similarly, may not see your email.

Instead, please follow this protocol, also detailed on the school website, under the parent pages https://www.whaplodeprimary.co.uk/info/raising.html

If the issue is regarding a Teaching and Learning aspect of your child's provision, please arrange to meet with the right class teacher by contacting the school office either by telephone 01406 370447 or email enquiries@whaplode.laat.co.uk stating your specific query, giving a reasonable time for the teacher to respond given their teaching commitments. We will commit to responding within 48 hours as far is practicable.

1. If the issue is regarding Safeguarding, then please ask to speak to Miss Abbie Muir (Designated Safeguarding Lead) or Mrs Zoe Halden (Deputy Designated Safeguarding Lead) who are the designated personnel for Safeguarding.
2. After meeting with the class teacher, please allow a reasonable time for your issue to be resolved. It may be that the teacher wishes to speak to a colleague, your child or other children.
3. If, after point 1 and 3, you are still not satisfied with the outcome, please contact the school office and request a meeting with Miss Kimberley Lubrun (Deputy Headteacher).
4. If, after point 1, 3, 4, you remain unsatisfied, then please contact the school office to request an appointment or telephone call with the Executive Headteacher – Miss Abbie Muir at a time which is mutually convenient. It may

not be possible to see/talk with them the same day and an appointment will not be offered, unless previous points have been carried out.

5. If, after speaking with the Executive Headteacher, you remain unsatisfied, then please follow the Trust's complaints procedure which can be viewed here https://thelaat.co.uk/policy-documents/ or ask for a paper copy from the school office.

We ask that all interactions, in line with our Parent Code of Conduct, with the school, are positive, respectful and polite, recognising the professionalism and dedication of the staff. We will not tolerate any form of verbal or physical abuse or aggression