



St James' C of E Primary School

Communication/Raising Issues with the School



At St James' School we want your child to be happy and successful.

To this end we view that a positive partnership between parents and the school in the interest of the child as very important.

To promote effective two-way communication with parents the school holds two Parent Consultation Evenings each year with parents and provides an Annual Report for each child.

However, we appreciate that in addition to these opportunities there may be other times when you wish to raise or discuss personal pupil issues/matters with the school.

We are happy to meet with you/phone you to discuss any concerns which may arise.

However, teachers and senior staff cannot be available on demand immediately.

Therefore the following systems are in place so that communication can take place at mutually convenient times.

***The school can only deal with concerns during term time.**

Do not contact the school and expect a response during school holidays.

If you wish to raise an issue:

- Phone or call at the office. Details will be logged and passed to the appropriate person.
- Write an email to the school: admin@stjames-ceap-harlow.essex.sch.uk
- Write a note to the teacher requesting a meeting and providing details about the issue. (The teacher may have to undertake enquiries/investigations to be able to respond to you accurately.)
- The teacher/member of staff may respond by telephone to discuss the issue or to arrange a mutually convenient time to meet.
- In most cases there will be two members of school staff attending any parent meeting. One to take notes which will be confirmed/signed by all as an accurate reflection of the discussion at the end of the meeting.
- If the issue is not pupil related, please accept an acknowledgement from the school as the response. The school cannot maintain ongoing dialogue about all issues.

The process for communicating with staff is as follows:

1. We expect that initial meetings about concerns regarding a child will be with the class teacher who knows the child best.
2. If the issue is not resolved after initial meetings with the class teacher, a Phase Leader may become involved.
3. If after several meetings the issue has not been resolved the Head of School or Executive Head Teacher may become involved.
4. In the case of vexatious communication with the school, the school reserves the right to close down the communication in relation to the matter.

Please note that in the event of a complaint the school will follow the procedure detailed in the school's Complaint's Policy.

We would expect that the above procedures would have been exhausted before using the Complaint's Procedure, and that issues would have been properly raised and dealt with as above.