

Situation	What to do and who to contact
You have a safeguarding concern	Talk to one of the school's Designated Safeguarding Leads (Mrs Culligan, Miss Smart, Miss O'Connor or Mrs Buzura)
You have a Health and Safety concern	Speak to any member of staff immediately
Your child is ill or absent	Notify the school via Parentmail or call the school office and leave a message on the child absence line option. Please report by 9am or you will receive a call asking about your child's absence.
The person collecting your child from school is different than would be expected by staff	Ideally inform the class teacher via a note sent in with your child or given to a member of the leadership team on the gate. If there is a change throughout the day, phone or email the school office prior to pick up as soon as possible. Please do not email the class teachers via year group email
You are requesting a leave of absence during term time	Collect an 'Application For Leave Of Absence for Exceptional Circumstances' form from the school office or download from the school website <i>Please note leave will only be authorised in exceptional circumstances and will not be granted for term time holidays</i>
Your child is late for school	Bring your child to the school office and sign them in
Your child has an appointment during school hours	This should be for urgent or exceptional appointments only, not regular dentist/doctors appointments. Inform the school office via email as early as possible. On the day, sign the child out of school and sign them back in again when you return.
You are moving home (address) or you are changing your emergency contact numbers/domestic arrangements	Email or write to the school office providing updated details as soon as possible. Ideally, we will need at least three contacts for each child.
You are moving school	Email the school office with details of the date you are leaving and the destination school.
You are worried about your child's progress	Talk to the class teacher

You wish to remove your child from an aspect of school which is non-statutory e.g. certain relationship and sex education lessons	Contact the Headteacher to discuss
You are helping at school (you must be DBS checked)	Sign in and out each time you are in school and wear a visitors lanyard
You would like to help out in school	Contact the class teacher or phase leader and let them know when you are able to help. Please do not be offended if the times you would like to help are not convenient for the school.
You think your child might be eligible for Free School Meals	More details can be found at gov.uk/apply-free-school-meals Contact the school office if the criteria applies to you-you will need to complete a form with your National Insurance details
You require a payment plan or financial support for a residential or school trip	Contact the Headteacher to discuss
Your child has headlice or similar	Contact the school office immediately so that other parents/carers in the class can be notified.
Your child has lost their property (<i>ensure everything is labelled!</i>)	Check the lost property box which is located near the gates-all unlabelled items will be put here. All labelled items are returned directly to the children however sometimes items are taken by mistake so may take a bit of time to be returned.
Your child has vomited/had diarrhoea	Do not return until 48 hours after last bout of vomiting/diarrhoea.
You are concerned about something	Talk to the most appropriate member of staff as early as possible so that concerns do not fester. In most cases this will be the class teacher.
You wish to make a complaint	See the complaints procedure on our school website and ensure you have followed the correct steps prior to beginning the procedure
You are not sure who to contact about your query	Contact the school office who will point you in the right direction or try to answer the query for you