

### Who to contact for further help:

The school office, your child's class teacher or a member of the Pastoral Team will normally be the first port of call, followed by Year Leaders. On the rare occasion that an item has not been satisfactorily dealt with at these two levels it may then be appropriate to contact Mr Steadman, our School Business Manager, who will review where this sits within our complaints procedure and which senior leader may need to resolve the matter.

If you would like to raise a concern or make a formal complaint, please follow the procedure set out in our complaints policy which can be found on the policy section of the school website. All complaints are reviewed first by our School Business Manager, who will identify the most appropriate person to investigate and resolve the issue. For Stage 2 Formal Complaints to be handled appropriately and impartially, the Head Teacher will not normally address concerns personally at an earlier stage. Emails addressed to the Head Teacher will be acknowledged and directed to the staff member who will take the item forward.

<b>I HAVE A QUESTION ABOUT</b>	<b>WHO YOU NEED TO TALK TO</b>
<b>MY CHILD'S LEARNING, CLASS ACTIVITIES, LESSONS OR HOMEWORK</b>	<b>Your child's class teacher</b>  via class email
<b>MY CHILD'S WELLBEING, FRIENDSHIPS OR PASTORAL SUPPORT</b>	<b>Your child's class teacher or a member of the Pastoral Team</b> , in person or request a phone call via the school office.  Tel: 023 92 375444
<b>TTRS, ACCELERATED READER</b>	<b>Your child's class teacher</b>  in person or by email
<b>ATTENDANCE / ILLNESS</b>  <b>ABSENCE REQUESTS</b>  <b>MEDICAL INFORMATION</b>  <b>CHANGE OF COLLECTION ARRANGEMENTS</b>	<b>The School Office</b>  If you need to report your child's absence  Tel: 023 92 375444  Or report online via the <a href="#">website</a> or email  <a href="mailto:admin@courtlanejnr.co.uk">admin@courtlanejnr.co.uk</a>  If you need to request approval for term-time absence, complete a leave of absence request form via the website (or collect in person from the school office)
<b>SCHOOL TRIPS</b>  <b>BEFORE &amp; AFTER SCHOOL CLUBS</b>	<b>The School office</b>  Tel 023 92 375444  <a href="mailto:admin@courtlanejnr.co.uk">admin@courtlanejnr.co.uk</a>

<b>UNIFORM</b>	<b>The School office</b> Tel 023 92 375444
<b>LOST &amp; FOUND</b>	<a href="mailto:admin@courtlanejnr.co.uk">admin@courtlanejnr.co.uk</a>
<b>SCHOOL EVENTS &amp; SCHOOL CALENDAR</b>	<b>The School office</b> Tel 023 92 375444 <a href="mailto:admin@courtlanejnr.co.uk">admin@courtlanejnr.co.uk</a>
<b>SPECIAL EDUCATIONAL NEEDS &amp; DISABILITIES (SEND)</b>	<b>FAO: Mrs E Carter, SEND leader</b> Tel 023 92 375444 <a href="mailto:admin@courtlanejnr.co.uk">admin@courtlanejnr.co.uk</a>
<b>HIRING SCHOOL PREMISES</b>	<b>FAO: Business Manager</b> Tel 023 92 375444 <a href="mailto:admin@courtlanejnr.co.uk">admin@courtlanejnr.co.uk</a>
<b>THE PTA (CLACA)</b>	<b>CLACA Committee Members</b> Via their Facebook <a href="#">page</a> <a href="mailto:clacommunityassociation@gmail.com">clacommunityassociation@gmail.com</a>
<b>THE GOVERNING BODY</b>	<b>FAO: Chair of Governors</b> <b>via Clerk to the Governing Body</b> Tel 023 92 375444 <a href="mailto:admin@courtlanejnr.co.uk">admin@courtlanejnr.co.uk</a> <a href="mailto:clerkofcla@courtlanejnr.co.uk">clerkofcla@courtlanejnr.co.uk</a>
<b>CATERING &amp; SCHOOL MEALS</b>	<b>Caterlink, via the School office</b> Tel 023 9237444 <a href="mailto:admin@courtlanejnr.co.uk">admin@courtlanejnr.co.uk</a>
<p><b>In the subject of any communication please indicate the nature of the enquiry in the subject line, i.e. school meals, school event, uniform, as this will ensure it is directed to the correct person.</b></p>	