

**Recommended Procedure for Parents**

We know that when parents have a concern that relates to their child at school, whether it's pastoral, curriculum or staffing in nature, they often feel the best way forward is to ask to see the head or deputy head. In our experience many of these concerns can often be most quickly resolved by talking first to the most appropriate person. The flow chart below outlines who this will be.

Learning Concerns ↓	Pastoral concern ↓	Concern relating to particular learning or physical needs ↓	Issues relating to staff ↓	Concerns & Queries relating to school administration ↓
Please raise your concern with your child's class teacher in the first instance.	<p><i>(Pastoral care covers our support of your child's individual needs, their emotional wellbeing and helping them with any personal problems they may be experiencing at school.)</i></p> <p>↓</p>	Where a concern is related to a special need and you feel an adjustment may be required to support successful learning e.g. issues related to ASD (autistic spectrum disorders), dyslexia or dyspraxia or physical disabilities	Please contact reception who will forward your concern to the most appropriate person.	Please speak to  <b>Mrs Pagden</b>  School Business Manager
<p>If you feel the class teacher is unable to help please contact the Year Leader. Our Year Leaders are responsible for the behaviour and pastoral care of each of their year groups.</p> <p>Year 3 Team Leader – Mrs Courtney Year 4 Team Leader – Mr Medwell Year 5 Team Leader – Mr Chaplin Year 6 Team Leader – Mrs Long</p> <p>↓</p>	Please raise your concern with your child's class teacher. <p>↓</p>	Please raise your concern with your child's class teacher in the first instance. <p>↓</p>		
Please make an appointment to see our Deputy Headteacher Mrs Wilson if you remain concerned after following the steps above. <p>↓</p>		Please arrange an appointment with our SENCO <b>Mrs Clarke</b> . <p>↓</p>		
Please make an appointment to see our Headteacher: <b>Miss Redman</b> if you remain concerned after following the steps above. <p>↓</p>				
<p>Teachers are available after school for informal conversations and appointments can be made with all of the above by contacting the school office on 01252 408218 or emailing <a href="mailto:school.admin@westfields-jun.hants.sch.uk">school.admin@westfields-jun.hants.sch.uk</a></p> <p>If you are writing to the school it is really helpful if you give us as much information about the background of your concern or complaint as possible, including who it involves, and what you would like the outcome to be.</p>				

Our Chair of Governors, Mrs Sue Harrison is also here to support when a parent has a concern or complaint. She can be contacted through the school office.

Our full school complaints policy can be found on our [website](#) or a hard copy can be obtained from the school office.