



Brown's Church of England Primary School

Sandygate Lane, Horbling, Sleaford, NG34 8HS

Telephone: 01529 240367

Email: enquiries@horblingbrowns.laot.co.uk

Executive Headteacher: Mr G Trafford

Head of School: Mrs L Maddick

www.brownscofeprimaryschool.uk

But in your hearts honour Christ the Lord as holy, always being prepared to make a defence to anyone who asks you for a reason for the hope that is in you; yet do it with gentleness and respect. 1 Peter 3:15

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 Headteacher directly as it is possible that your email will not be seen for some time, due to their schedule.
- Please do not email teachers directly; they are busy teaching and may not see your email during the course of the day.

Instead, please follow this protocol, also detailed on the school website, under the Parent and Community page

1. If the issue is regarding a Teaching and Learning aspect of your child's provision, please arrange to meet with the class teacher, at a time which is mutually convenient, by contacting the school office either by telephone 01529 240367 or email enquiries@horblingbrowns.laot.co.uk stating your specific query, giving a reasonable time for the teacher to respond, given their teaching commitments. They will commit to responding within 24hours.
2. **If the issue is regarding the Safeguarding of your child or another child, then please ask to speak to Mrs Maddick (Designated Safeguarding Lead) or Mr Mudie (Deputy Designated Safeguarding Lead) and this will be prioritised.**
3. 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.
4. If, after point 1 and 3, you are still not satisfied with the outcome, please contact the school office and request a meeting with Mr Mudie, Senior Teacher, at a time which is mutually convenient.
5. If, after point 1, 3, 4, you remain unsatisfied, then please contact the school office to request an appointment or telephone call with Mrs Maddick, Head of School at a time which is mutually convenient.
6. If, after speaking with the Headteacher, you remain unsatisfied, then please follow the Trust's complaints procedure which can be viewed here <https://thelaot.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.

Caring. Learning. Enjoying. Achieving. All within the Love of God.