



Spalding Parish Church of England Day School

'Wholly inclusive, striving for fulfilment, empowering the flourishing of our world.'

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 or Deputy Head directly as it is possible that your email will not be seen for some time due to workload.
- Please do not email teachers directly either as they are busy teaching and, similarly, may not see your email.

Instead, please follow this protocol, also detailed on the school website, under the parent pages [Spalding Parish C of E Day School - Parent/Carers](#).

1. If the issue is regarding a Teaching and Learning aspect of your child's provision, please arrange to meet with their class teacher by contacting the school office either by telephone 01775722333 or email enquiries@spaldingparish.laat.co.uk stating your specific query, giving a reasonable time for the teacher to respond given their teaching commitments. We will commit to responding within 48 hours as far as is reasonably practicable.
2. If the issue is regarding Safeguarding, then please ask to speak to Diane Mulley or Emily Hill who are the designated personnel for Safeguarding.
3. After meeting with the 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 the Deputy Head Teacher Emily Hill.
5. If, after point 1, 3, 4, you remain unsatisfied, then please contact the school office to request an appointment or telephone call with the Headteacher Diane Mulley, at a time which is mutually convenient. It may not be possible to see/talk with them the same day and an appointment will not be offered, unless previous points have been carried out.
6. If, after speaking with the Headteacher Diane Mulley, you remain unsatisfied, then please follow the Trust's complaints procedure which can be viewed here <https://thelaat.co.uk/policy-documents/> or ask for a paper copy from the school office.



PART OF THE TRANSFORMATIONAL
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