

Metropolitan Borough of Sandwell  
*ST JAMES CE PRIMARY SCHOOL*



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*Headteacher: Mrs C McGregor*

25 February 2020

Dear Parents/Carers

Please can we remind parents of our school procedures and lines of communication:-

- 1 Class Teacher
- 2 Phase Leader
- 3 Assistant Headteachers / Deputy Headteachers
- 4 Headteacher

In order to address any of your concerns as quickly and as thoroughly as possible, please follow the lines of communication set out above.

1) Class Teacher

Your first point of contact will always be your child's class teacher as most concerns can be sorted out through this means. Every effort will be made to resolve your concern. Staff will listen to your worries and may also share any actions that they or the school have taken out. They will ask you what you would like the school to do to put things right. Of course this does not mean that in every case they will come round to your point of view but it will help you and the school to understand both sides. It may also prevent a similar problem arising again. It is important that problems are discussed calmly and sensibly so that concerns are resolved in the best interests of the child/children.

2) Phase Leader

If you feel that your concerns have not been dealt with to a satisfactory resolution via the class teacher then the next point of contact will be your class teacher's Phase Leader. This person oversees the 2 year groups and you will be able to make an appointment to see them (possibly alongside your child's class teacher) in order to address your worries.

### 3) Assistant Headteachers/Deputy Headteachers

Following the Phase Leader's involvement, if you still feel dissatisfied then at this point you can make an appointment to speak with either the Assistant Headteachers or the Deputy Headteachers. They may call upon either the phase leader or the class teacher to join everyone in the meeting.

### 4) Headteacher

If you are dissatisfied with the Assistant Headteachers/Deputy Headteachers response you can log your concern with the Headteacher. This should be made in writing.

These procedures will be followed for all parents and carers and we value your cooperation.

Yours sincerely

A handwritten signature in cursive script that reads "Mrs McGregor". The signature is written in black ink and has a long horizontal flourish extending to the right.

Mrs McGregor  
Headteacher