

STAGE 1

STAGE 1 Class teacher

Face to face

Learning or relationship concerns

Email should only be used to send a simple message or arrange a meeting - not for writing out a concern. This should always be done in person or on the phone when a meeting is not possible. In person: you can often catch the teacher after school for a simple matter or arrange another time to talk. You can also speak to the office to arrange a time to discuss a more lengthy matter

STAGE 1 Admin email / call

Reply same working day

School events information—check website first

Payment enquiries

Inform of alternative pick up arrangements or changes within school day

Extra-curricular or trip queries

Safeguarding concerns

STAGE 1 Website form

Notification (no response required, please provide as much notice as possible)

Report an absence (submission notification)

Notice of medical appointment

Reply within 5 working days

Application for authorised leave

General enquiry –prospective parents

Passport photo verification request

STAGE 2

STAGE 2 Key Stage Manager

c.mcmenamin@leslandes.sch.je

Reply within 5 working days

Escalated learning / behaviour / friendship concerns if unresolved at Stage 1

Teaching concerns

STAGE 2 Special Needs Co-ordinator

l.webster@leslandes.sch.je

Reply within 5 working days

Escalated SEN concerns, if unresolved at Stage 1

Ongoing SEN correspondence

STAGE 3

STAGE 3 Head and Deputy Head

admin@leslandes.sch.je FAO Headteacher

Reply within 5 working days

In addition to escalated Stage 1/2 concerns

Ongoing issues related to safeguarding, unresolved at previous stages

STAGE 4

STAGE 4 Senior Adviser

Mr Andrew Willis, CYPES

Reply within 5 working days

If your concern has been raised at the above stages without resolution, contact 445504, in line with CYPES complaints policy

Please note

Meetings cannot be guaranteed without booking

The school may not respond to communication outside of working hours

Contacting staff about school related queries via their personal social media platforms is unacceptable

The school social media platforms are not used as a two way communication method

All communication must be respectful, setting a good example in speech and behaviour towards all members of the Les Landes community, in the interests of working together to meet the needs of all children.