

## 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](mailto: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](mailto: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](mailto: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

In line with the Government of Jersey Customer Feedback Policy, formal complaints should be made via this online form:

[Submit feedback to the Government of Jersey](#)

#### Reply within 5 working days

### 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.