



## Feedback and what to do if you have a concern

### Constructive feedback

Everyone wants to ensure that each child is happy and successful in school and we want to work with you to achieve this. Receiving constructive feedback, both about positive experiences and less positive ones is a helpful way for us to be able to hear what we are doing well, or address general areas which may need further consideration. For these more general areas, please do email us using the [school@northleazeprimary.org.uk](mailto:school@northleazeprimary.org.uk) email address.

### Opportunities to feedback

As well as the general email channel stated above, we offer the following areas to seek your views and ideas through the year:

- Parent Forum
- SEND Parent Forum
- Annual Parent Survey
- Parent Surveys for specific topics e.g. lunch provision

### What to do if you have a concern

It is really important that you let us know if you are concerned about your child or our provision using the following structure:

#### 1. Class Teacher

In the first instance it is always best to discuss concerns with your child's class teacher. The class teacher will always know your child well and will usually be able to help to solve most problems or concerns. Parents' Evenings are a good opportunity to talk through things, but if there is something that you feel we should know about more urgently then do make an appointment to talk with the teacher or ask if the teacher can phone you. The best way to do this is to email your class teacher via the year group address (who will respond within two working days) to ask for a conversation. Teachers are very busy settling classes at the beginning of each day, so phone calls at the end of the day are best.

#### 2. Senior Leadership Team

If, once you have spoken with the class teacher, you still have concerns then please make an appointment to talk with our Deputy Headteacher, Miss Kelly Dicks, or myself. This can be arranged by contacting the school office.

#### 3. Complaints Policy

Further information about concerns can be found by clicking [here](#) for the Lighthouse Schools Partnership (all schools in the Multi-Academy Trust share the same Complaints Policy).

