



Informal concerns/complaints escalation flowchart for parents

Concern about a child or issue raised by a parent or support staff e.g behaviour, SEND, friendships etc.



Class teacher to deal with the concern and log on CPOMs



If concern continues, Class teacher to speak to Phase Leaders to seek support/intervention.

EYFS and Year 1- Mrs Byrnes Year 2,3 and 4 Mrs Raza

Year 5 and 6 - Mrs Panesar

If a SEND concern speak to Mrs Yaqub SENDCO.



If concern continues or escalates, Deputy Headteacher to be informed to intervene.



If concern continues or escalates, Headteacher Mrs Woffendin to be informed to intervene.