

I've got a question/problem, what should I do?

Everyone in our school wants to make sure that the children are happy and learning, and that children, parents and carers have the information they need. Please follow these steps if there is an issue that needs to be resolved.

Step 1: Ask your child to talk with their class teacher. Their teacher will want to help and most things are very simple to sort out.

I have done this and
there is still an issue...

Step 2: Speak with your child's class teacher yourself and explain the problem so they can help to resolve it. You can do this by:

- finding them on the playground at the end of each day
- sending an email, marked for the attention of the class teacher, to the year group email address (y3teachers@shirleyschools.co.uk, y4teachers@..., etc)
- phoning or coming into reception to book a meeting with the teacher - you will need to mention what it is about. We regret that teachers cannot talk to parents from 8:30am as they are preparing their classrooms and greeting the children.

Talking to your child's teacher, then giving them a bit of time to do the things that will help, normally resolves most problems.

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Step 3: Speak to your child's Year Leader. You can do this by:

- finding them on the playground at the end of each day
- sending an email, marked for the attention of the Year Leader, to the year group email address (y3teachers@shirleyschools.co.uk, y4teachers@..., etc)
- phoning or coming into reception to book a meeting with the Year Leader - you will need to mention what it is about. We regret that teachers cannot talk to parents from 8:30am as they are preparing their classrooms and greeting the children.

Your child's Year Leader will need time to investigate the issue and talk to the other people concerned, and then they will get back to you and let you know what action they plan to take in order to help.

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Step 4: Speak to a member of the Senior Leadership Team. You can do this by:

- finding one of them on the playground at the start of most days
- sending an email to info@shirleyschools.co.uk marked for the attention of the SLT
- phoning or coming into reception to book a meeting with a member of the SLT - you will need to mention what it is about.