



## Frequency Asked Questions for Parents

Our Frequently Asked Questions (FAQs) are provided to help parents and carers find useful information about our school. The questions are not listed in any particular order, as each one is equally important and may be relevant at different times.

Important documents: all can be located on the [school website](#)

- School Communication Plan (information, policies)
- Anti-Bullying Policy (information, policies)
- SEND Graduated Response (Daily School Life, Curriculum, SEND)
- SEND Policy (Daily School Life, Curriculum, SEND)

Below is a list of common frequently asked questions:

**1. My child is having friendship issues, what should I do?**

- Speak with your child to find out what the issue is and offer them support.
- If you need school's support, please book an appointment via the school office to speak with your child's class teacher at a mutually convenient time.

**2. My child is struggling with their work, what should I do?**

- Speak with your child to find out as much information as possible.
- Book an appointment via the school office to speak with your child's class teacher stating the reason for the meeting – this ensures sufficient time is scheduled for the meeting.

**3. Behaviour Issues within class or the school yard / field, who do I contact?**

- Speak with your child to find out as much information as possible.
- Book an appointment via the school office to speak with your child's class teacher.
- Dojo queries – speak with your child's class teacher.

**4. I think my child might have additional / special needs, who do I speak to?**

- Child's class teacher in the first instance – book an appointment via the school office.
- Child's class teacher and the SENDCo – book an appointment via the school office.
- Headteacher, only if you feel like your concerns are not being considered by the class teacher and SENDCo – book an appointment via the school office.

**5. I have a Safeguarding concern, who do I speak to?**

- Designated Safeguarding Lead (Miss Wilde is the primary contact) or the Deputy Safeguarding Lead (Mrs Glynn). Contact Miss Wilde directly or contact the school office.
- Headteacher is also one of the Designated Safeguarding Leads.
- All teachers and teaching assistants have been trained to the Designated Safeguarding Lead standard so they can take any initial concerns and pass them onto the DSLs or DDSL for parents.

**6. I have an attendance query, who do I contact?**

- Attendance code query, please contact the school office.
- Holiday Request or a Leave of absence – complete the form – school website and submit to the school office within the set timeframe.
- Holiday Request outcome query – headteacher. Book an appointment via the school office.

**7. ParentPay Queries, who do I contact?**

- School Office.

**8. Arbor Queries, who do I contact?**

- School Office.

**9. School Uniform Queries and Support, who do I contact?**

- School Office.
- Headteacher – contact via the school office.

**10. Pupil Premium Queries, who do I contact?**

- [Link on the school website to submit an eligibility application directly to the council.](#)
- School Office.

**11. Support for payments, who do I contact?**

- Headteacher – book an appointment via the school office.

If you feel, we have missed out any areas which you feel will support parents, then please contact the school office and we will update this document.