

WHO TO SPEAK TO IF YOU HAVE A PROBLEM AT THE TELFORD LANGLEY SCHOOL



Appendix 1 – Schools Local Arrangements

At The Telford Langley School we are constantly striving to improve our practice. When parents have a concern about their child's education, we would hope they would contact us without hesitation.

If there are problems or concerns, the following chart should be used as a guide. The first point of contact should be with the member of staff closest to the problem. We are pleased to note that most problems are quickly resolved at this point.

<i>Nature of Concern</i>	<i>Point of Contact</i>
Concern in lesson	Subject Teacher
Unresolved problem in lesson after consultation with subject teacher	Head of Department
Unresolved problem in lesson, after consultation with Teacher and Head of Department	Director of Learning with responsibility for the specific department.
Problem in Tutor Group, around the school or on the way to/from school	Tutor
Unresolved problem in Tutor Group, around the school or on the way to/from school after consultation with tutor	Head of Year
Unresolved problem in Tutor Group, around the school or on the way to/from school after consultation with the tutor and Head of Year	Deputy Headteacher
Problem relating to a safeguarding concern	A member of the Safeguarding Team
Unresolved problem relating to a safeguarding concern	Designated Safeguarding Lead
Concern with the office, reception, switchboard, etc.	Admin and HR Manager
Unresolved problem with the office after contact with the Office Manager	School Business Manager
Concern over Health & Safety	School Business Manager
Problem on a school trip/visit/or out of school hours activity	The organising Teacher
Unresolved problem concerning a trip, visit or out of school hours activity after contact with teacher responsible	Head of Department or Head of Year
Unresolved problem concerning a trip, visit or out of school hours activity after contact with teacher responsible, Head of Department or Head of Year	Deputy Headteacher
Problem with SEN provision	Assistant SENCO
Unresolved problem concerning SEN provision	Director of Inclusion

Problem with admission Year 6-7 and transition	Head of Transition
Problem with In-Year Admissions (Years 7-11) or unresolved problem with admission Year 6-7 and transition after speaking with Head of Transition	Deputy Headteacher
Unresolved problem with any of the above after consultation with all relevant staff	Headteacher
Unresolved problem with any of the above after consultation with all relevant staff and the Headteacher	Chair of the School Standards Committee

Guidelines

1. To contact a member of staff you should telephone the main switchboard on 01952 386700.
2. You may find that a member of staff will be teaching and not able to speak with you immediately. Please leave a message and you will be contacted as soon as possible and within 48 hours to discuss your concern.
3. Investigations can take time, but it is hoped that a fuller investigation/report to parents will be available within 5 school days.
4. If, after consulting with all relevant staff, you feel your concerns have not been resolved you can contact the Chair of the School Standards Committee to request an Independent Complaint Hearing in line with the Community Academies Trust Complaints Policy.