



*Hand in Hand, Together we can...Respect, Achieve, Enjoy, Believe*

*“And so encourage one another and help one another, just as you are now doing.” (1 Thessalonians 5.11)*

**We are a happy school, striving to create a positive climate for children and families. We may not get it right 100% of the time but we try to. Please do not gossip or be unkind about us or any child on the playground or on social media – come and talk to us about it.**

### **Raising a concern in our school**

Although we work very hard as a school, there are times when you may wish to raise a question or concern. Our aim is to resolve all concerns quickly and sympathetically. So that we can deal with this in the most effective way, we have a protocol, across all schools in our Trust, which we would ask that all parents follow.

- We would respectfully ask that you do not email the Executive Headteacher or Head of School directly as it is possible that your email will not be seen for some time, due to their schedule.
- Please do not email teachers directly; they are busy teaching and may not see your email during the course of the day.

Instead, please follow this protocol, also detailed on the school website, under the Parent and Community page.

1. If the issue is regarding a Teaching and Learning aspect of your child's provision, please arrange to meet with the class teacher, at a time which is mutually convenient, by contacting the school office either by telephone 01778 570389 or email enquiries@morton.laat.co.uk stating your specific query, giving a reasonable time for the teacher to respond, given their teaching commitments. They will commit to responding within 24hours.
2. **If the issue is regarding the Safeguarding of your child or another child, then please ask to speak to Mr Trafford (Designated Safeguarding Lead) or Mrs Thomas (Deputy Designated Safeguarding Lead) and this will be prioritised.**
3. After meeting with the class teacher, please allow a reasonable time for your issue to be resolved. It may be that the teacher wishes to speak to a colleague, your child or other children.
4. If, after point 1 and 3, you are still not satisfied with the outcome, please contact the school office and request a meeting with Mrs Thomas, Head of School, at a time which is mutually convenient.
5. If, after point 1, 3, 4, you remain unsatisfied, then please contact the school office to request an appointment or telephone call with Mr Trafford, Executive Headteacher, at a time which is mutually convenient.
6. If, after speaking with the Executive Headteacher, you remain unsatisfied, then please follow the Trust's complaints procedure which can be viewed here <https://thelaat.co.uk/policy-documents/> or ask for a paper copy from the school office.

**We ask that all interactions, in line with our Parent Code of Conduct, with the school, are positive, respectful and polite, recognising the professionalism and dedication of the staff. We will not tolerate any form of verbal or physical abuse or aggression.**