



Communication Procedure for Parents.

We pride ourselves on our open communication and the partnership we have with our families.
If you have a concern relating to your child at the school, please follow the procedure below:

Learning concerns	Pastoral concerns (this is the support of your child's individual needs, their emotional wellbeing and helping them with any personal problems they may be experiencing in school)	Concern relating to a particular learning or physical needs	Issues relating to staff	Concerns or queries relating to School Administration or any general queries
Please meet with your child's teacher and talk about your concerns.	Please meet with your child's teacher and talk about your concerns.	Please meet with your child's teacher and talk about your concerns.	Please contact the office who will forward your concern to the most appropriate person.	Please contact any of our administration staff.
If you feel the class teacher is unable to help please contact the Assistant Head Teachers: • Dr J Edwards is the Assistant Head teacher • Mrs L Convery is the Assistant Head teacher		Please arrange a meeting with the school's Additional Learning Needs Coordinator (ALNCo) Mrs B Galluzzo – School ALNCo		
Please make an appointment to see our Interim Head of School, Mr G Jones or the Interim Executive Headteacher Mrs R Butterworth if you remain concerned after following the steps above.				
Teachers are available after school for informal conversations and appointments can be made with all of the above by contacting the school office on 02920 709035 or emailing office@fairfieldpenarth.co.uk If you are writing or emailing the school it is really helpful if you give us as much information about the background of your concern or complaint as soon as possible, including who it involves, and what you would like the outcome to be.				

Our full school complaints policy can be found on our website or a hard copy can be obtained from the school office.

We endeavour to respond to all written correspondence as soon as possible, however, more complex matters may take up to 10 working days to receive a full response.