

Partnership of Limpsfield C.E. Infant School and St. Mary's Primary School, Oxted

Parent Guide to Resolving Concerns

At St Mary's, we aim to resolve any questions or concerns quickly and at the right level, so your child gets the best support possible. We follow a simple approach where concerns are handled by the most appropriate member of staff first, and then stepped up if needed.

Level		Typical Communication	Examples	How to communicate:
1	Speak to the Class Teacher <i>This is always the best place to start.</i>	Most questions or concerns can be resolved quickly by your child's class teacher.	- Questions about homework or learning - Minor friendship worries - Day-to-day classroom matters	Quick catch-up on door Direct Email to Classteacher (or via info@...)
2	Year Team Support <i>Staff work together to ensure consistency for all children.</i>	If a concern continues or needs a consistent approach, it may be supported across the year group.	- Ongoing friendship issues - Emerging concerns about learning or behaviour - Patterns you're beginning to notice	Direct Email to Classteacher (or via info@...)
3	Year or Phase Leader <i>At this stage, a clear plan will be agreed and monitored.</i>	For more ongoing or complex concerns, the Year or Phase Leader may become involved to coordinate support.	- Concerns not yet resolved - More significant learning or wellbeing needs - Situations needing a clear, structured plan	Direct Email to Year Leader (or via info@...)
4	Senior Leadership Team <i>Senior leaders will help guide the next steps and ensure the right support is in place</i>	A member of the Senior Leadership Team (Assistant or Deputy Headteacher) will support the Year Leader and Classteacher to resolve concern.	- More serious concerns - Escalated issues - Support requiring additional school oversight	Direct Email to Specific SLT member (or via info@...)
5	Executive Headteacher <i>Strategic Oversight</i>	For the most serious or complex situations, the Executive Headteacher will be involved. They will gain support from External Agencies and Governors	- Formal complaints - Serious or sensitive matters - Situations requiring wider decision-making	Direct Email to Executive Headteacher (or via info@...)