



Holy Trinity is a family church school providing a high quality education by **caring** for all like God the Father. By **learning** to serve as Jesus the Son and **sharing** God's Love in the community through the power of the Holy Spirit.

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 a busy teaching timetable.

Instead, please follow this protocol, also detailed on the school website, under the parent pages on our website <https://www.holytrinitytattershall.co.uk>

1. If the issue is regarding a Teaching and Learning aspect of your child's provision, please arrange to meet with the right class teacher by contacting the school office either by telephone **01526 343997** or enquiries@holytrinity.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 Stephanie Liley, Donna Kaynes, Nicole Brown or Vicky Wise who are the designated personnel for Safeguarding 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 Kaynes
5. If, after point 1, 3, 4, you remain unsatisfied, then please contact the school office to request an appointment or telephone call with the Mrs Liley at a time which is mutually convenient. It may not be possible to see/talk with them the same day and an appointment will not be offered, unless previous points have been carried out.
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