



Recommended Procedures for Parents/Carers

We know that when parents have a concern that relates to their child at school, they often feel the best way forward is to ask to see the Executive Headteacher or a Head of School – whether this is pastoral, curriculum-related or staffing-related in nature. However, it is our experience that many of these concerns can often be most quickly resolved by talking first to the most appropriate person. The flow chart below outlines who this will be:

Learning Concerns ↓	Pastoral Concerns ↓	Concerns relating to particular learning or physical needs ↓	Issues relating to staff ↓	Concerns & Queries relating to school administration ↓
Please raise your concern with your child's class teacher in the first instance: ↓	<i>(Pastoral care covers our support of your child's individual needs, their emotional wellbeing and helping them with any personal problems they may be experiencing at school)</i> ↓	Where a concern is related to a special need and you feel an adjustment may be required to support successful learning e.g. issues related to ASC (Autistic Spectrum Condition), dyslexia, dyspraxia or physical disabilities	Please contact reception who will forward your concern to the most appropriate person.	Please speak to Miss Pearson Administrative Officer
	Please raise your concern initially with your child's class teacher . They may enlist the help of our school ELSA (Emotional Literacy Support Assistant) ↓	Please raise your concern with your child's class teacher in the first instance ↓ Please arrange an appointment with our SENCo / Head of School, Mrs Burleigh ↓		
Please make an appointment to see our Head of School, Mrs Burleigh , if you remain concerned after following the steps above ↓				
Please make an appointment to see our Executive Headteacher, Mr Shakespeare , if you remain concerned after following the steps above				



THE FEDERATION OF GUILLEMONT JUNIOR SCHOOL
AND PINWOOD INFANT SCHOOL



Executive Headteacher: Mr P. Shakespeare

Head of School at Pinewood: Mrs C. Burleigh
Pinewood Infant School, Pinewood Park, Farnborough,
Hampshire, GU14 9LE,
Telephone: 01252 511885

Head of School at Guillemont: Ms K.Llewellyn
Guillemont Junior School, Sandy Lane, Farnborough,
Hampshire, GU14 9ES,
Telephone: 01252 666846

"Two Schools, One Family, One Vision"

Teachers are available after school for informal conversations and appointments can be made with all of the above by contacting the school office on 01252 511885 or emailing admin.pinewood@pags.co.uk

If you are writing to the school, it is really helpful if you can give us as much information about the background of your concern or complaint as possible, including who it involves, and what you would like the outcome to be.

Our Chair of Governors, Mr Clive Norris, is also here to support when a parent has a concern or complaint. He can be contacted through the school office.

Our full school complaints policy can be found on our website at <https://pinewoodinfants.co.uk/policies/> or a hard copy can be obtained from the school office.

Please remember that social media IS NOT an appropriate platform to raise any concerns with the school.