

Who to Contact at Clipstone Brook

We want to encourage effective, positive and respectful communication between members of our school community. We understand that sometimes you will want to share with us your ideas, thoughts and feelings about your child's experience or your own experience of school life. The school year provides some formal opportunities for you to provide feedback and have a chance to have your say, but we also welcome positive communication at other times. The vast majority of the parents and carers are keen to work with us and are supportive of the school's work, but occasionally communication can be aggressive and threatening. In these instances, we will refer to our policy: Parent, Carer and Visitor Code of Conduct and Behaviour on School Premises Policy.

We hope that the table below will help you direct your questions comments and views to the right person.

Questions, issues or concerns	How to make contact	Details
You have a question or concern relating to an experience of your child within the school day.	In the first instance speak with the Class Teacher or Teaching Assistant.	Class Teachers are available at the end of the day. If required, you can book a mutually convenient time to meet the class teacher. Alternatively you can leave a message by calling the School Office and a teacher will return your call or email the class email. Teachers will aim to get back to you within 5 working days.
You have discussed matters with your child's class teacher and you still have a concern.	Unresolved issues can be dealt with by any member of the school's Leadership Team.	Visit or telephone the School Office who will assist you in finding a member of the Senior Leadership Team or the Family Worker will contact you.
You have a question or concern relating to an experience in before and after school Future Games KidzZone	In the first instance speak with the Club Co-ordinator If you feel that the matter needs to be addressed at a senior level- refer to details.	The Future Games T - Main Office: 01525 591036 (open 9.00am - 6.00pm) M - Emergency line: 07590 844281 (open 8am - 9.00am)
You have an issue to discuss relating to your child's attendance at school or the need to apply for leave.	In the first instance speak with the Administrative Team.	Visit or telephone the School Office who will assist you. If required they will refer you to discuss the matter with the Headteacher.
You have a new concern about your child's learning needs	If this is a new concern in the first instance arrange to speak with the Class Teacher.	Class Teachers are available at the end of the day. If required, you can book a mutually convenient time to meet the class teacher. Alternatively you can leave a message by calling the School Office and a teacher will return your call.
You have an ongoing or growing concern about a SEND need your child has.	All matters relating to SEND should be directed to the school's SENCO	Visit or telephone the School Office to request to speak with the SENCO or the Inclusion Leader Ms Sinclair-Gunn. If this is not able to happen immediately a meeting will be scheduled at the earliest opportunity. Your concern will be treated sensitively. Alternatively you can leave a message by calling the School Office and someone from the Inclusion Team will return your call.
You want to share information about factors outside of school that may be impacting your child.	If you feel it is appropriate minor concerns can be shared with Class Teachers at the beginning or end of the day. If unsure or you wish to discuss a highly confidential matter contact the school's Family Worker, Headteacher or Deputy Headteacher	Class Teachers are available at the end of the day. For confidential matters visit or telephone the School Office to request to speak with Mr Gale or the Headteacher or Deputy Headteacher. If not immediately, a meeting will be scheduled at the earliest opportunity. Your concern will be treated sensitively. Alternatively you can email: office@clipstonebrooklower.co.uk

You would like guidance or support with personal circumstances that are impacting your child.	Concerns should be directed to Mrs McShane in the first instance. She works closely with all staff and other agencies to ensure issues are dealt with by the correct person/s	Mr Gale is available to listen to concerns you may have. Visit or telephone the School Office who will assist you. Alternatively you can email her directly at: welfare@clipstonebrooklower.co.uk
You have a question about admissions to school or availability of school places.	Central Bedfordshire has responsibility for admissions to our school.	www.centralbedfordshire.gov.uk/school/admissions/ or call 0300 300 8037
You are worried about the conduct of another pupil in the school, e.g. bullying	Concerns should be directed to either the class teacher or Mrs McShane in the first instance. She works closely with all staff to ensure issues are dealt with by the correct person/s.	Mr Gale is available to listen to concerns you may have. Visit or telephone the School Office who will assist you. Alternatively you can email her directly at: welfare@clipstonebrooklower.co.uk
You are worried in general about your child's wellbeing or emotional welfare.	Concerns should be directed to Mrs McShane in the first instance. She works closely with all staff to ensure issues are dealt with by the correct person/s.	Mr Gale is available to listen to concerns you may have. Visit or telephone the School Office who will assist you. Alternatively you can email her directly at: welfare@clipstonebrooklower.co.uk
You have a concern about Safeguarding or Child Protection	Concerns should be directed to the Headteacher who is the school's lead Designated Officer, Mrs McShane or Ms Sinclair-Gunn who deputise in her absence.	Visit or telephone the School Office to request to speak with Mrs Orr, Mr Gale, Ms Sinclair-Gunn. If not able to happen immediately, a meeting will be scheduled at the earliest opportunity. Your concern will be treated sensitively
You are worried about the conduct or capability of a member of staff in the school. You are concerned about the behaviour of other adults on the school site.	Concerns should be directed to the Headteacher	Visit or telephone the School Office to request to speak with Mrs Orr. If not able to happen immediately, a meeting will be scheduled at the earliest opportunity. Your concern will be treated sensitively. Ms Sinclair-Gunn will deputise In Mrs Orr's absence.
You have a concern about premises safety or maintenance.	Matters relating to Health & Safety and premises are dealt with by the School Site Manager.	Visit or telephone the School Office and request to speak with Mr Stokes. Alternatively, you can email: office@clipstonebrooklower.co.uk
You wish to update your child's information on the school system, including information about health and medical conditions.	Matters relating to registration data and health plans are dealt with by the School Office Manager	Visit or telephone the School Office and request to speak with Mrs Toms. Alternatively, you can email: office@clipstonebrooklower.co.uk
You think your child might qualify for Pupil Premium (Free School Meals funding) support due to low income or a change in your income.	If you think you may qualify you can check the qualifying criteria and apply through the Local Authority.	https://www.centralbedfordshire.gov.uk/info/53/benefits/4/free_school_meals/2 or call 0300 300 8306

If you need to contact your child's class teacher please send an email to office@clipstonebrooklower.co.uk with FAO (Class teacher's name) in the subject box and your email will be passed on.

For the school reception please either call 01525 376085 or email office@clipstonebrooklower.co.uk

You will appreciate that during the school day staff are actively engaged and directed in activity that makes immediate response to your contact difficult. We aim to respond to telephone or email contact within 5 working days but often it will be quicker. If you have an immediate concern that you need reassurance over please visit or call the school office.