Who to Contact at The Mary Bassett Lower School

We want to encourage effective communication between members of our school community. We want you to feel completely comfortable about leaving your child to be cared for by us each day. 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 communication at other times. We know we can only continue to improve what we do by taking your views on board.

We do not want you to feel intimidated or apprehensive about sharing your views and hope that the table below will help you know where to direct your comments and views.

Issue or concern:	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 and Teaching Assistants 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 member of staff will call you back.
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 Leadership Team. Alternatively you can email office@marybassett.co.uk The HT and DHT will be at the school gate every morning to answer any queries. AHTs are also available on site each day to discuss any queries you may have.
You have a question or concern relating to an experience in before and after school Fun Club	In the first instance speak with the Fun Club Manager.	Elaine Towse or Natalie Fletcher are available to talk with you every morning and evening. Alternatively visit or telephone the school office who will assist you in making contact with staff. You can also email office@marybassett.co.uk
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 Emily Yirrell the Family Support Worker.	Visit or telephone the school office who will assist you. Alternatively you can email her directly at: office@marybassett.co.uk
You have a new concern about your child's learning needs (SEND/More Able)	If this is a new concern in the first instance arrange to speak with the Class Teacher.	Class Teachers and Teaching Assistants 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 child.	All matters relating to SEND should be directed to the school's SEND Coordinator.	Visit or telephone the school office to request to speak with Mrs Finniss. 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 Mrs Finniss will return your call.
You have a question or concern about Nursery	All matters relating to Nursery should be directed to the Nursery Manager. In her absence the duty Deputy Nursery Manager will be available.	Mrs Collins-Pratt is available at the start and end of each day. If required, you can book a mutually convenient time to meet with a member of Nursery staff. Alternatively you can leave a message by calling the school office or emailing office@marybassett.co.uk and a member of the team will reply to you.
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 or Teaching Assistants at the beginning or end of the day. If unsure or you wish to discuss a highly confidential matter contact the Headteacher or Deputy Headteacher	Class Teachers and Teaching Assistants are available at the end of the day. For confidential matters visit or telephone the school office to request to speak with Mrs Finniss**.** If not immediately a meeting will be scheduled at the earliest opportunity. Your concern will be treated sensitively. Alternatively you can email: office@marybassett.co.uk
You would like guidance or support with personal circumstances that are impacting your child.	Concerns should be directed to Emily Yirrell the Family Support Worker.. The Family Support Worker works closely with all staff and other agencies to ensure issues are dealt with by the correct person/s.	Emily Yirrell is available every Monday and Thursday to listen to concerns you may have. Visit or telephone the school office who will assist you.
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/info/5/school_admissions or call 0300 300 8037

You are worried about the conduct of another pupil in the school, e.g. bullying	In the first instance speak with the Class Teacher or Teaching Assistant.	Class Teachers and Teaching Assistants 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 member of staff will call you back.
You are worried in general about your child's wellbeing or emotional welfare.	In the first instance speak with the Class Teacher or Teaching Assistant.	Class Teachers and Teaching Assistants 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 member of staff will call you back.
You have a concern about Safeguarding or Child Protection.	Concerns should be directed to the Deputy Headteacher Mrs Finniss who is the school's Designated Safeguarding Lead (DSL), or Mrs Wheeldon the Headteacher who deputises in her absence.	Visit or telephone the school office to request to speak with Mrs Finniss or Mrs Wheeldon. If not able to happen immediately a meeting will be scheduled at the earliest opportunity. Your concern will be treated sensitively.
You have a concern about the Headteacher.	If you have a concern about the Headteacher these should be directed to the Governing Body.	The Chair of Governors can be contacted at r.merry@marybassett.co.uk or via the Front Desk if you would prefer not to use email.
You are worried about the conduct or capability of a member of staff in the school.	Concerns should be directed to the Headteacher or Deputy Headteacher	Visit or telephone the school office to request to speak with Mrs Wheeldon or Mrs Finniss. If not able to happen immediately a meeting will be scheduled at the earliest opportunity. Your concern will be treated sensitively.
You are concerned about the behaviour of other adults on the school site	Concerns should be directed to the Headteacher or Deputy Headteacher.	Visit or telephone the front office to request to speak with Mrs Wheeldon or Mrs Finniss. If not immediately a meeting will be scheduled at the earliest opportunity. Your concern will be treated sensitively. Alternatively you can email: office@marybassett.co.uk
You have a concern about premises safety or maintenance.	Matters relating to Health & Safety and premises are dealt with by the School Business Manager.	Visit or telephone the school office and request to speak with Adam Woulds. Alternatively you can email: office@marybassett.co.uk
You wish to update your child's information on the school system, including information about health and medical conditions.	Update your any details relating to your child online via the Arbor App.	Visit or telephone the school office if you require any further support. Alternatively you can email office@marybassett.co.uk
You think your child might qualify for 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.	www.centralbedfordshire.gov.uk/benefits/free-school-meals/ or call 0300 300 8306

For the Front Desk call 01525 373017 or email office@marybassett.co.uk