

# 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:
<b>You have a question or concern relating to an experience of your child within the school day.</b>	In the first instance speak with the Class Teacher or Teaching Assistant.	Class Teachers and Teaching Assistants are available at the <b>end of the day</b> . If required you can book a mutually convenient time to meet the class teacher. Alternatively you can leave a message by calling the <b>Front Desk</b> and a teacher will return your call.
<b>You have discussed matters with your child's class teacher and you still have a concern.</b>	Unresolved issues can be dealt with by any member of the school's <b>Leadership Team</b> .	Visit or telephone the <b>Front Desk</b> who will assist you in finding a member of the <b>Leadership Team</b> . Alternatively you can email <a href="mailto:office@marybassett.co.uk">office@marybassett.co.uk</a>
<b>You have a question or concern relating to an experience in before and after school Fun Club</b>	In the first instance speak with the Fun Club Coordinator.	Mrs Towse is available to talk with you every morning and evening. Alternatively visit or telephone the <b>Front Desk</b> who will assist you in making contact with <b>Mrs Towse</b> . You can also email <a href="mailto:office@marybassett.co.uk">office@marybassett.co.uk</a>
<b>You have an issue to discuss relating to your child's attendance at school or the need to apply for leave.</b>	In the first instance speak with the Pastoral Manager.	<b>Mrs Midgley</b> is available every morning and afternoon to speak with. Visit or telephone the <b>Front Desk</b> who will assist you. Alternatively you can email her directly at: <a href="mailto:pastoral@marybassett.co.uk">pastoral@marybassett.co.uk</a>
<b>You have a new concern about your child's learning needs (SEND/More Able)</b>	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 <b>end of the day</b> . If required you can book a mutually convenient time to meet the class teacher. Alternatively you can leave a message by calling the <b>Front Desk</b> and a teacher will return your call.
<b>You have an ongoing or growing concern about a SEND child.</b>	All matters relating to SEND should be directed to the school's SEND Coordinator.	Visit or telephone the <b>Front Desk</b> to request to speak with <b>Mrs Finniss</b> . 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 <b>Front Desk</b> and Mrs Finniss will return your call.
<b>You have a question or concern about Nursery</b>	All matters relating to Nursery should be directed to the Nursery Manager. In her absence the duty Deputy Nursery Manager will be available.	<b>Mrs Collins-Pratt</b> 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. You can email her directly at <a href="mailto:rcollins-pratt@marybassett.co.uk">rcollins-pratt@marybassett.co.uk</a> Alternatively you can leave a message by calling the <b>Front Desk</b> and a member of the team will return your call.
<b>You want to share information about factors outside of school that may be impacting your child.</b>	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 <b>end of the day</b> . For confidential matters visit or telephone the <b>Front Desk</b> to request to <b>speak with Mrs Wheeldon</b> . If not immediately a meeting will be scheduled at the earliest opportunity. Your concern will be treated sensitively. Alternatively you can email: <a href="mailto:office@marybassett.co.uk">office@marybassett.co.uk</a>
<b>You would like guidance or support with personal circumstances that are impacting your child.</b>	Concerns should be directed to the Pastoral Manager in the first instance. The Pastoral Manager works closely with all staff and other agencies to ensure issues are dealt with by the correct person/s.	<b>Mrs Midgley</b> is available every morning and afternoon to listen to concerns you may have. Visit or telephone the <b>Front Desk</b> who will assist you. Alternatively you can email her directly at: <a href="mailto:pastoral@marybassett.co.uk">pastoral@marybassett.co.uk</a>
<b>You have a question about admissions to school or availability of school places.</b>	Central Bedfordshire has responsibility for admissions to our school.	<a href="http://www.centralbedfordshire.gov.uk/info/5/school_admissions">www.centralbedfordshire.gov.uk/info/5/school_admissions</a> or call 0300 300 8037
<b>You are worried about the conduct of another pupil in the school, e.g. bullying</b>	Concerns should be directed to the Pastoral Manager in the first instance. The Pastoral Manager works closely with all staff to ensure issues are dealt with by the correct person/s.	<b>Mrs Midgley</b> is available every morning and afternoon to listen to concerns you may have. Visit or telephone the <b>Front Desk</b> who will assist you. Alternatively you can email her directly at: <a href="mailto:pastoral@marybassett.co.uk">pastoral@marybassett.co.uk</a>

<b>You are worried in general about your child's wellbeing or emotional welfare.</b>	Concerns should be directed to the Pastoral Manager in the first instance. The Pastoral Manager works closely with all staff to ensure issues are dealt with by the correct person/s.	<b>Mrs Midgley</b> is available every morning and afternoon to listen to concerns you may have. Visit or telephone the <b>Front Desk</b> who will assist you. Alternatively you can email her directly at: <a href="mailto:pastoral@marybassett.co.uk">pastoral@marybassett.co.uk</a>
<b>You have a concern about Safeguarding or Child Protection.</b>	Concerns should be directed to the Deputy Headteacher Mrs Finniss who is the school's Designated Safeguarding Lead (DSL), or the Pastoral Manager who deputises in her absence.	Visit or telephone the <b>Front Desk</b> to request to <b>speak with Mrs Finniss or Mrs Midgley</b> . If not able to happen immediately a meeting will be scheduled at the earliest opportunity. Your concern will be treated sensitively.
<b>You have a concern about the Headteacher.</b>	If you have a concern about the Headteacher these should be directed to the Governing Body.	The Chair of Governors can be contacted at <a href="mailto:chairofgovernors@marybassett.co.uk">chairofgovernors@marybassett.co.uk</a> or via the Front Desk if you would prefer not to use email.
<b>You are worried about the conduct or capability of a member of staff in the school.</b>	Concerns should be directed to the Headteacher or Deputy Headteacher	Visit or telephone the <b>Front Desk</b> to request to speak with <b>Mrs Wheeldon</b> . If not able to happen immediately a meeting will be scheduled at the earliest opportunity. Your concern will be treated sensitively.
<b>You are concerned about the behaviour of other adults on the school site</b>	Concerns should be directed to the Headteacher or Deputy Headteacher.	Visit or telephone the <b>Front Desk</b> to request to <b>speak with Mrs Wheeldon</b> . If not immediately a meeting will be scheduled at the earliest opportunity. Your concern will be treated sensitively. Alternatively you can email: <a href="mailto:office@marybassett.co.uk">office@marybassett.co.uk</a>
<b>You have a concern about premises safety or maintenance.</b>	Matters relating to Health & Safety and premises are dealt with by the School Manager.	Visit or telephone the <b>Front Desk</b> and request to speak with <b>Mrs Hazell</b> . Alternatively you can email: <a href="mailto:schoolmanager@marybassett.co.uk">schoolmanager@marybassett.co.uk</a>
<b>You wish to update your child's information on the school system, including information about health and medical conditions.</b>	Matters relating to registration data and health plans are dealt with by the School Manager.	Visit or telephone the <b>Front Desk</b> and request to speak with <b>Mrs Hazell</b> . Alternatively you can email <a href="mailto:schoolmanager@marybassett.co.uk">schoolmanager@marybassett.co.uk</a>
<b>You think your child might qualify for Free School Meals funding support due to low income or a change in your income.</b>	If you think you may qualify you can check the qualifying criteria and apply through the Local Authority.	<a href="http://www.centralbedfordshire.gov.uk/benefits/free-school-meals/">www.centralbedfordshire.gov.uk/benefits/free-school-meals/</a> or call 0300 300 8306

For the Front Desk call **01525 373017**

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 48 hours but often it will be quicker. If you have an immediate concern that you need reassurance over please visit or call the Front Desk. You are also welcome to put your ideas, comments and concerns in a letter which can be addressed to the appropriate member of staff.

If you need more guidance on how to direct a concern that is not explained in this guidance you can find further detail in our Complaints Policy on the *Key Information* section of the school website.

The School website is regularly updated with a wide range of information about the school, including policies and weekly newsletters.

#### Key Staff Members to Contact

Ms Hilary Wheeldon	Mrs Stephanie Finniss	Mrs Karen Hazell	Mrs Tereska Midgley	Mrs Fiona Rumens	Mrs Katalin Sigger	Mrs Elaine Towse	Mrs Rebecca Collins-Pratt
Headteacher	Deputy Headteachers	School Manager	Pastoral Manager	Administrator	Administrator	Fun club Manager	Nursery Manager
							