

## Resolution of Issues

If there is an issue that you need to discuss please ensure that you follow the correct procedure as shown below. When requesting a meeting you will be asked what the issue is about. Meetings with teachers or senior leadership are not able to be organised without this information. It is important that staff members know what the issue is related to so that any investigation or collection of information can occur before the meeting so that it is productive and that the issue is able to be resolved swiftly. If staff do not know what the issues is it is unlikely that the issue will be resolved as the relevant information wasn't able to be collected prior to meeting.

Office staff all have the same level of safeguarding training and confidentiality requirement as class-based staff and will require information regarding the issue before a meeting can be booked.

In the first instance, please either write in your child's diary the nature of the issue and the class teacher will reply via the diary or may contact by phone OR speak to the class teacher at the end of the day to inform them of the issue and that you would like a meeting. The teacher will then arrange a suitable date and time to meet.



If the parent/guardian is not satisfied following the meeting then they should email the parent email ( [parent@st-thomasmore.medway.sch.uk](mailto:parent@st-thomasmore.medway.sch.uk) ) or phone the office on 01634 864701 to request a meeting with the Pastoral Manager, SENCo or Deputy Head (depending on whether the issue is pastoral, related to academic or behavioural difficulties or class-based issues respectively).

Before the meeting is booked, we will check that all of the previous steps have been followed.



If the issue is still not resolved, the next step is to request a meeting with the Head Teacher. You can do this by either phoning the office or emailing the parent email

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If your child is currently on the SEN register or the issue is a personal/family issue that is not related to issues within school please email Mrs Austin, our SENCo, on [sen@st-thomasmore.medway.sc.uk](mailto:sen@st-thomasmore.medway.sc.uk) or Jody, our Pastoral Manager, on [flo@st-thomasmore.medway.sch.uk](mailto:flo@st-thomasmore.medway.sch.uk)