

Who should you contact at school?

Type of Issue	Who to contact
Attendance, Breakfast Club	Mrs R Griffiths (School office)
General queries (clubs, dates, school events etc)	Mrs C Wilson (School office)
Admission, contact details	Mrs J Blythin (School office)
Payments (lessons, snack, trips etc.)	Mrs G Hindmarsh (School office)
General welfare concern about your child General learning concern about your child (progress, support etc.) Day to day routines in the classroom Initial ALN query about your child	Class teacher (teaching assistant only if teacher is not available)
Concerns that you feel have not been addressed by the class teacher and you would like to discuss further	Leaders of Learning Miss C Dugdale for Nursery to Year 2 Mr M Roberts for Years 3 – 6 classes
Concerns about leaders of learning Concerns about whole school curriculum	Mrs L Coleman – Deputy Headteacher
More significant or ongoing concerns about additional learning needs, IDP reviews or requests	Mrs S Jones – ALNCO
Concerns that relate to whole school issues (e.g. parking, health and safety) these are operational so are dealt with by the school and not the Governing Body Safeguarding concerns about a pupil/family	Mrs R Archer – Headteacher If out of school hours contact the Denbighshire Gateway 01745 712200 or the police if there is immediate danger.
Issues that concern the whole school but you would like addressing or discussion by the Governing Body (e.g. policy changes) these relate to strategic longer term decisions	Parent Governors Mrs Gill Howe Miss Sarah Hendon Mrs N Ball-Jones
Official complaints as per the DCC complaints policy (on our website). This is for formal written complaints not day to day issues (see above)	Please follow the flowchart in the policy Stage A Class Teacher Stage B Headteacher Stage C Chair of Governors – Mr A Wilde