



Who to contact when you are worried about your child

Safeguarding Concerns	Contact the school immediately to speak to the DSL . They will investigate and reply if needed.	If you feel no action was taken and the child remains at risk, please contact the Headteacher in the first instance. You may also contact the local authority children's social care team.	
Health during the school day (injury, illness)	The school will contact you if your child needs collection or medical attention.	If you are not satisfied with the response: contact the Headteacher, Miss Reis, via the school office.	
Attendance and punctuality	First contact: School office	If unresolved after two contacts or within two weeks: contact Headteacher (Miss Reis) via the school office.	
Classroom, learning and reading (including phonics, spelling, homework)	First contact: Class teacher . Expect a reply within 2 school days.	If the issue continues or affects your child's wellbeing or attainment: request a meeting with the Headteacher (will be arranged within 5 school days).	
SEND concerns (One plan, progress, EHCP queries)	First contact: Class teacher to discuss concerns.	If not resolved please contact SENCO: within 5 school days. For statutory assessment advice, the SENCO will explain the local authority routes.	
Behaviour or bullying	First contact: Class teacher – report the incident and ask for the agreed outcome.	If serious or repeated: contact Deputy Headteacher response within 3 school days.	If unresolved: escalate to Headteacher for formal review and action.
Pastoral / wellbeing (friendship issues, family circumstances affecting school)	First contact: Class teacher	If wellbeing includes a disclosure or risk: contact the DSL immediately.	If unresolved: escalate to Headteacher for formal review and action.
Admin queries – meals, wraparound care, transport, payments	Contact: School office	If unresolved after 3 school days: contact Headteacher.	
Complaints (non-safeguarding) <i>Please see the Complaints Policy for more detail</i>	Stage 1 (informal resolution): Speak first with the class teacher or Headteacher (aim: resolve within 10 school days).	Stage 2 (formal): If unresolved, submit a formal written complaint to the Headteacher	Stage 3 (formal): If unresolved, submit a formal written complaint to the Chair of Governors.

Expected response times – what is reasonable

- DSL for safeguarding: same day / immediate school response.
- Class teacher: within 2 school days.
- Deputy Headteacher: within 3 school days.
- SENCO / Headteacher for formal meetings: arrange within 5 school days.
- Informal complaints: aim to resolve within 10 school days.

Short escalation ladder

- Safeguarding concern → DSL (same day) → local authority children's social care / police as needed.
- Everyday learning / behaviour → Class teacher → Deputy Headteacher → SENCO (if SEND) → Headteacher
- Attendance / admin → School office → Headteacher.
- Formal complaint → Headteacher → Governing Body / Chair of Governors.

Contacts

- School office phone: 01799 586280
- School office email: admin@greatsampford.essex.sch.uk
- Deputy Headteacher (Mr Laing) contact route: Via school office
- Headteacher (Miss Reis) contact route: Via school office
- Designated Safeguarding Lead (DSL) name: Mr Laing – urgent contact: DSL@greatsampford.essex.sch.uk
- SENCO name and email: Miss Reis senco@greatsampford.essex.sch.uk
- Co-Chairs of Governors: Mr Shelley ashelley@greatsampford.essex.sch.uk or Mrs Wolstenholme awolstenholme@greatsampford.essex.sch.uk

Quick scripts parents can use

To class teacher (email/phone): "Hello – I'm [name], parent/carer of [child's name], class [year]. I'm concerned about [brief description]. Could we arrange a phone call or meeting? I am available [give 2 options]. Thank you."

To report a safeguarding concern (phone / email): "Hello – this is [name], parent/carer of [child's name]. I need to speak to your Designated Safeguarding Lead urgently. My concern is [brief facts]. Please call me back on [your number] as soon as possible."

To request a meeting with the Headteacher: "Hello – could I please request a meeting with Headteacher Miss Reis to discuss [brief topic]. So far I have contacted: [list]. I am available [give 2 options]. Thank you."