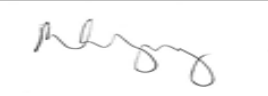





Open Door Policy

Author / staff lead: Mrs J Watson

Abstract: This policy sets out methods and expectations parents should have for communicating with the school and escalating queries.

| | | |
|---------------------|-----------------------------------|--|
| Approved by: | Mrs M Young Chair of Governors |  |
| Approved by: | Mrs J Watson Headteacher |  |
| Last reviewed on: | 08/08/2023 | |
| Next review due by: | 07/08/2023 | |
| Policy number: | LRS0087 | |

Introduction

We want Lent Rise School to be a welcoming place where everyone feels listened to and respected.

Parents are invited to contact us at any time when they have a concern, even if it appears to be minor. The 'little' difficulties are easy to deal with and we do not want them to become major concerns.

Contacting the school

It can be difficult for teachers to engage fully with parents on the playground when they are also supervising the children so our Office staff are the primary point of contact and will ensure that queries are directed to the appropriate channel. Office staff will also be able to make an appointment for you to speak to the relevant members of staff.

Escalation order - where there is an issue in school

1. The class teacher
2. The phase leaders:
 - Reception - Miss Fisher
 - Years 1 and 2 - Mr Harman or Mrs Joyce
 - Years 3 and 4 - Mr Harman
 - Years 5 and 6 - Mrs Joyce
3. The Senior Leadership Team:
 - Assistant Headteacher - Miss Johns
 - Assistant Headteacher - Miss Boxall
 - Deputy Headteacher - Mrs Small
 - School Business Manager - Ms Parker (if your query is related to finance or administration of the school)
4. The Headteacher, Mrs Watson, is always happy to see parents and is on the playground for informal chats most days but clearly she will go to the Class Teacher to discuss issues, therefore it makes sense for you to have spoken to the teacher first.

Contacting the school

The reception is open from 8.30am - 4pm each day.

You can contact the school by emailing: office@lrschool.co.uk

You can telephone the school on 01628 662913

Communication timescales

- If you telephone or email the school with an urgent query we anticipate getting back to you within 24 hours.
- For all other queries you will receive a response within 48 hours.
- Leave of absence requests will be answered within 10 school days.

If we are unable to meet these timescales we will make you aware of the progress of your query.

Safeguarding

Safeguarding is at the core of everything we do at Lent Rise School and safeguarding queries or issues are always treated as the highest priority.

Our Designated Safeguarding Leads are:

**Mrs Small
Mrs Watson
Miss Boxall
Miss Johns**

A member of the DSL team is contactable directly through dsl@lrschool.co.uk or you can leave a message by selecting the DSL option when telephoning the school.

Complaints and resolution

The following is the strategy that is suggested if difficulties arise - we recommend that you use this structure. More detailed information is available in the Complaints policy.

1. Talk to the class teacher
2. Talk to the phase leader
3. Talk to a member of the senior leadership team
4. Talk to the Headteacher
5. Make Representations to the Governing Body in writing to:
Mrs Maggie Young, Chair of Governors
by e-mail: govs@lrschool.co.uk
or
c/o Lent Rise School
Coulson Way
Burnham
Slough
SL1 7NP
6. If you are still not satisfied you may wish to put your complaint to the Secretary of State for Education, who can review whether the school has acted reasonably and followed the correct procedures.

You can raise a complaint with the Department for Education:

- using their online system available at <https://www.gov.uk/complain-to-dfe>
- by calling National Helpline 0370 000 2288
- by writing to the Department for Education, School Complaints Unit, 2nd Floor, Piccadilly Gate Store Street Manchester M1 2WD

If you would like to read our full Complaints Procedure, please contact the school office for a copy or visit the school website www.lentrischool.co.uk.