



רוש פינה

# Rosh Pinah Primary School

## Your guide to raising a concern

We believe that our school provides a good education for all our children and that the Head Teacher and staff work extremely hard to build positive relationships with all parents.

It goes without saying that when they arise, concerns are best solved as quickly as possible. The majority of concerns in school can be dealt with by speaking with the correct member of staff and agreeing a way forward. We take parents' concerns very seriously and want to work with parents to sort out the problem. In return, we expect that parents will engage with the professional staff in school in a calm and dignified manner at all times throughout this process.

The key to resolving concerns is to engage in conversation with the right member of staff at an appropriate time and in an appropriate place. This dialogue should always happen before there is a need to write a letter to the school.

### ***The Stages to follow:***

#### **First Point of Contact:**

Your child's **Class Teacher** or **Jewish Studies teacher** is always your first point of contact in raising a concern about your child in class and his or her progress or social interactions. This may be done through having a quiet word at the end of the school day with the teacher in the playground if the matter is quick. You may prefer to send in a note or message in the home-school diary outlining your concern and/or ask to make an appointment at a time that is more convenient for you to discuss the matter in more detail. An appointment with the teachers should be made by telephoning the school office. Class Teachers may choose to include relevant members of staff in their meetings with parents.

We do ask that parents of children in the Juniors do not enter the classrooms at the end of the school day.

Please remember that teachers are class based and they may not be immediately available to return your call or speak to you when you phone. Please also remember that some issues are best dealt with in the privacy of a quiet room with an appointment rather than on the spur of the moment in the playground at the end of the school day.

#### **Second Point of Contact:**

If you do not feel able to discuss your concern with the class teacher or if you still have concerns after discussion, you should make an appointment to see your child's Head of Key Stage

- For **Nursery, Reception, Year 1 and 2** this is Mrs Mordecai who can be contacted via the Mowbray Road office 020 8958 1597 or the Main School Office on 0208 958 8599.
- For **Key Stage 2 i.e. Years 3, 4, 5 and 6** this is Miss Livingstone who can be contacted via the Main School Office.
- For any **Jewish Studies or Ivrit** matter, please refer your concern to Mr Kett, Head of Jewish Studies but **only after having first** contacted your child's JS or Ivrit Teacher to discuss your concern.

#### **Third Point of Contact:**

If you do not feel able to discuss your concern with your child's Head of Key Stage or if you still have concerns after discussion, you should make an appointment to see Mrs Greenberg the school's Deputy Head. Mrs Greenberg can be contacted via the Main School Office as above.

In this instance please give an indication to the School Secretary of the area you wish to discuss with Mrs Greenberg in order to make the best use of the time set aside for the meeting.

#### **Special Educational Needs**

If your concern relates to Special Educational Needs, please direct your query to Mrs Harwood, the SENCO at the school. Mrs Harwood is based in the SEN office at the school.

#### **Medical concerns**

If your concern relates to a medical issue or a visit your child has made to the medical room, please speak to your child's Class Teacher who will advise on the next stage which might be to speak to the medical room staff.

## **End of Year Reports**

If you wish to discuss any matter relating to your child's end of year report, please contact your child's Class Teacher as soon as possible after receipt of the report and no later than the end of the summer term.

## **Contacting the Head Teacher**

**Only the most serious matters** should be referred to the Head Teacher **and only after** the above stages have been completed. If you do wish to contact Mr Wolfson, please do so via the school office. You will be required to give a brief description of the concern so that Mr Wolfson can establish that all the above stages have been followed and so that he can gather the information required from colleagues in order to deal with the matter raised. This may take some time depending on Mr Wolfson's availability and the availability of other colleagues and therefore we are unable to guarantee an immediate or same day response.

Mr Wolfson reserves the right to refer any query to a member of the Leadership Team to be dealt with if he feels this is appropriate.

## **The Role of the Governing Body**

Governing Bodies of schools do not involve themselves with operational matters as a general rule and so approaching a member of the Governing Body about a concern will almost certainly not resolve the issue.

If, in the unlikely event, having gone through all the above stages and then having referred a serious matter to the Head Teacher, you feel that the matter remains unresolved, you are welcome to write to the Chair of Governors c/o the school office who will investigate the matter and seek a resolution with the school.

## **The London Borough of Barnet**

The London Borough of Barnet does not involve itself in operational matters and so it is unlikely that an approach to the Borough about a concern will resolve the issue. Any concern raised with the Local Authority would most likely be referred back to the school as without the involvement of the school, the Local Authority will not resolve anything.

## **Approaching staff outside of school hours**

It is inappropriate and unacceptable to approach members of staff or the Head Teacher about any school matter outside of normal school hours Monday to Friday.

Aggressive letters, phone calls or conversations will not be tolerated at any time and will be dealt with in accordance with current guidance to schools. The school will not accept petitions on any matter and nor will it take any notice of remarks made on Social Networking sites such as facebook. The appropriate way to engage with the school is by way of appointment and a meeting with the relevant member of staff.

As we cannot guarantee the availability of staff without notice, please do not turn up to school demanding an appointment with members of the teaching staff or the Leadership Team. Appointments must always be made.

## **Approaching other parents regarding a concern**

The school does not recommend that parents approach other parents in or out of school to discuss a concern about their children. These matters are always best dealt with by the professional staff in school working with parents. Where parents do approach other parents against the wishes of the school, the school will not accept responsibility for dealing with any matters arising.

## **Conduct of pupils outside of school**

The school accepts no responsibility for the behaviour of pupils outside of school hours other than during organised school events. This includes for example, parties and attendance at synagogue where children are the responsibility of the adult(s) caring for them.

## **Inclusion:**

At Rosh Pinah School, our values embrace Inclusion. We aim to ensure that we promote the inclusion of all members of the school including children, parents, staff and governors and the local community according to orthodox Jewish practice. Our framework is based on suitable learning challenges, responding to each pupil's needs and overcoming potential barriers to learning so that all stakeholders can participate as fully as possible.

Thank you for working with us for the benefit of your child.

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