



9.1 Who can I contact to discuss my child?

9.1 Who would be my first point of contact if I want to discuss something about my child or if I am worried?

If you are worried or concerned then the first person to contact would be the class teacher. If this is not suitable then you can contact any of the following Team Leader:

Team and Team Leader	Classes
Jess Beasley Primary 1	Cardiff Swansea Pembroke Conway
Lisa Boorman Primary 2/Complex needs	Richmond Balmoral Skipton Chillingham
Emma Bryant Secondary 1	Tiverton Colchester Dover Pendragon
Liz Wiltshire Secondary 2	Windsor Oxford Totnes
Hannah Daniell Post-16	Plympton Wallingford Flint Dunnotar

or

- A member of the Leadership Team
- Pastoral Support Team
- Deputy Headteacher
- Headteacher

We are keen to resolve any issues and we urge you to contact us as soon as possible so that we can help sort things as soon as possible.

9.2 Does the school offer any specific support for parents / carers and families (such as Family Support Workers?)

At The Castle School we have a Pastoral Support Team which is set up to support parents/carers and families. The Pastoral Support Team includes our Family Support Workers who can provide advice, guidance and support with all elements of parenting and family difficulties. We also have a School Autism Support Worker who can help support children and families with various issues including behaviour, sleeping, bedtime routines and eating problems.

9.3 What arrangements does the school have for signposting parents / carers to external agencies which can offer support, such as voluntary agencies?

We can help signpost parents/carers to appropriate external agencies through a variety of routes including:

- Pastoral Support Team
- Family Support Worker
- Autism Support Worker
- Class Teacher
- Class Team
- Leadership Team
- Key Stage Co-ordinator
- School Nurse
- Parents evenings
- Annual reviews

We would encourage parents to contact the school as soon as possible to arrange support.

Our website has information on useful sites that could be of help to parents and families.

www.thecastleschoolnewbury.org.uk

9.4 What arrangements does the school have for feedback from parents, including compliments and complaints?

We have a clear complaints procedure. We would encourage parents to contact the school as soon as they have concerns as most issues are easily sorted through discussion.

In the first instance we would suggest that you contact the class teacher. If you are not satisfied with the outcome then please contact a member of the Leadership Team or the Headteacher who will help to resolve the problem as swiftly as possible.

We operate an open school and encourage parents to contact at the earliest opportunity as we find that good communication is the best way to solve any issues.