

Our Lady of the Wayside Catholic Primary School  
Learning and growing together, rooted in Christ

**Parent Pathway for Sharing and Resolving Concerns**

We have developed clear pathways to ensure your concern is quickly and effectively resolved. The pathway is:

**Stage 1:** Discuss your concern with your child's class teacher. They will work with you to discuss and resolve your concern. Please allow sufficient time for this process to be completed.

**Stage 2:** Please escalate your concern to your child's Phase Leader who will consider your concern and review the response given by your child's class teacher. The Phase Leaders for academic year 2023-2024 are:

- Early Phase (Nursery and Reception) Miss Sparkes
- Lower Phase (Year 1 and Year 2) Mrs Sallis
- Middle Phase (Year 3 and Year 4) Miss McNamee
- Upper Phase (Year 5 and Year 6) Mrs Ashcroft

**Stage 3:** Please escalate your concern to Mrs Ashcroft, Deputy Headteacher. Mrs Ashcroft will consider your concern and review the responses given by your child's class teacher and your child's Phase Leader. (Should your concern relate to Upper Phase then Mrs Enstone, Headteacher, will review the response given by the Upper Phase Leader, Mrs Ashcroft).

**Stage 4:** Make a formal complaint following the School's Complaint Policy (available on our website). Mrs Enstone, Headteacher, will consider your complaint and review the responses given by Mrs Ashcroft, your child's Phase Leader and their class teacher.

**Wish to escalate a concern?** Please complete this parent escalation form. The appropriate member of staff will be in contact; we aim to respond within three working days.

**Parent Concern – Escalation Form**

<b>Your name</b>	
<b>Relationship to child</b>	
<b>Child's name</b>	
<b>Class teacher</b>	
<b>Stage</b> (please note the stage your concern)	
<b>Date</b>	

**Please provide a brief written summary of your concern.**

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**Please provide a brief written summary of action already taken by School.**

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**Please share what you think is required to resolve your concern.**

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