Field Road Academy

A proud member of LIGHTHOUSE MULTI ACADEMY TRUST

Raising Concerns: Parent / Carer Contact Protocol

Date Written	20th July 2026	
Written By	Miss L Phillips	
Date of review	July 2027	
Approved by:	(CoG)	Date:
	(HT)	Date:

The school is committed to safeguarding and promoting the wellbeing of all children and expects our staff and volunteers to share this commitment.

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1. Aims

Field Road Academy aims to:

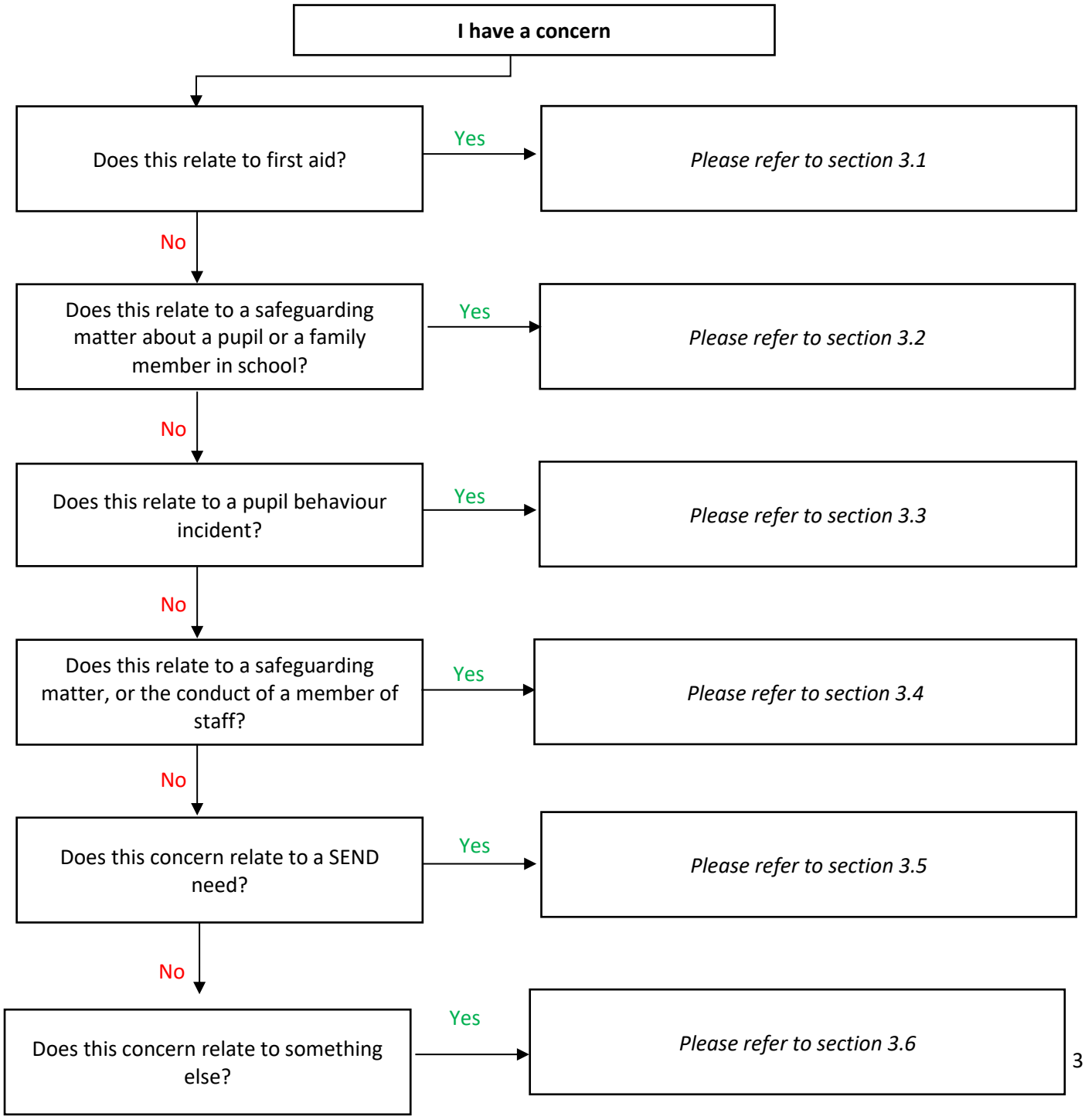
- Provide parents and carers with clear parameters and processes of raising, and escalating, concerns via the school's established systems and structures.

2. Scope

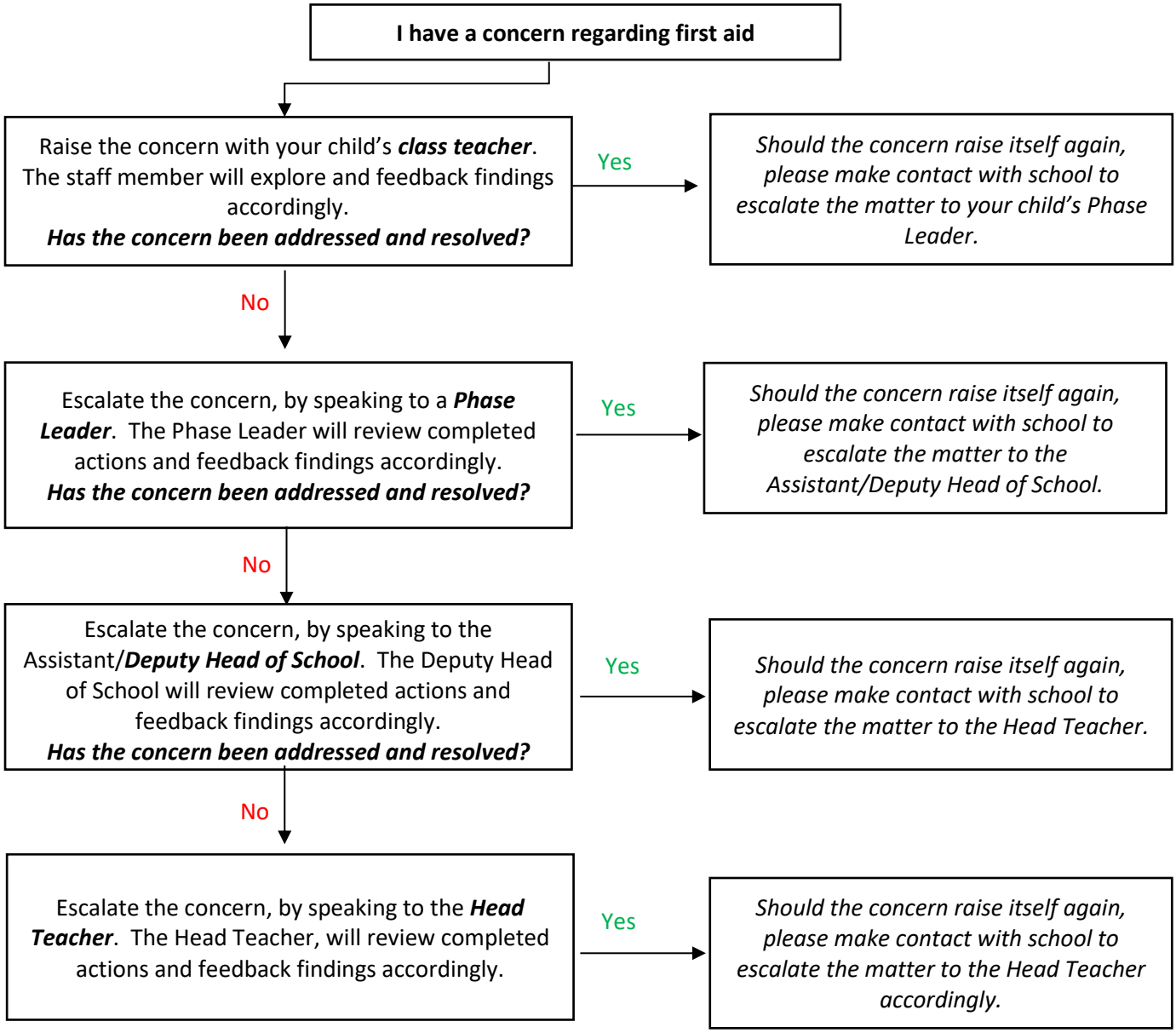
This protocol applies to all parents and carers whose children applies. It is also inclusive of all ECTs who have started, but not completed, their induction period.

3. Contact Protocol Flowcharts

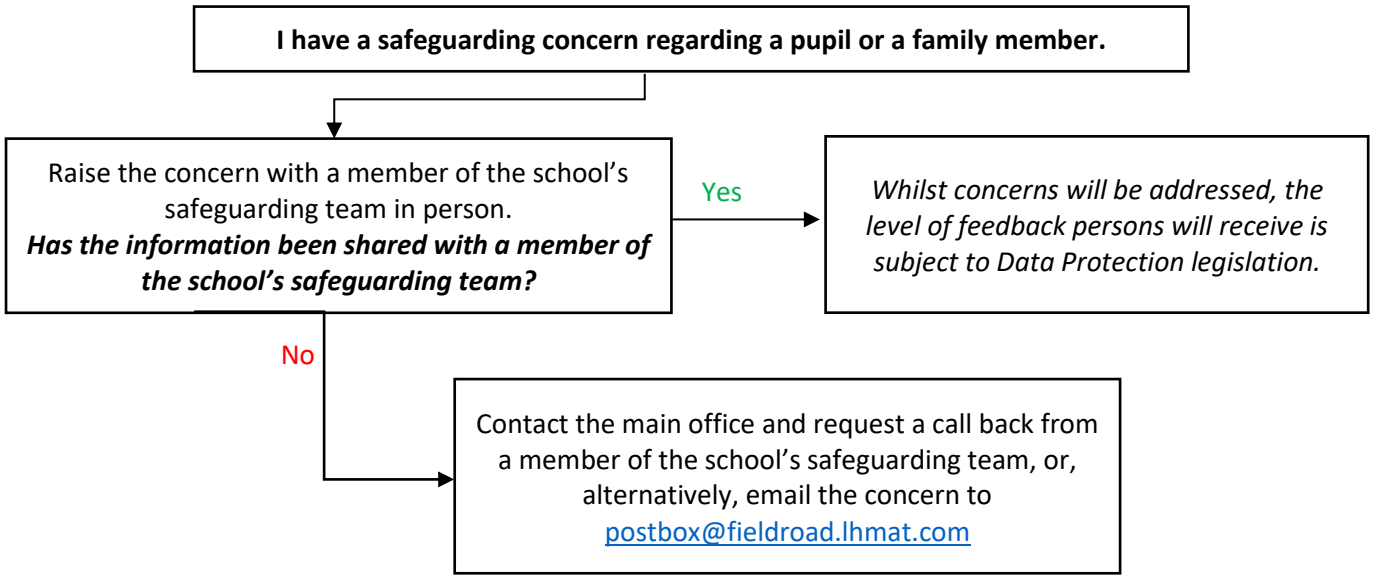
When raising concerns, parents and carers should follow the flowchart below, as this will ensure the right person addresses the matter in the right instance.



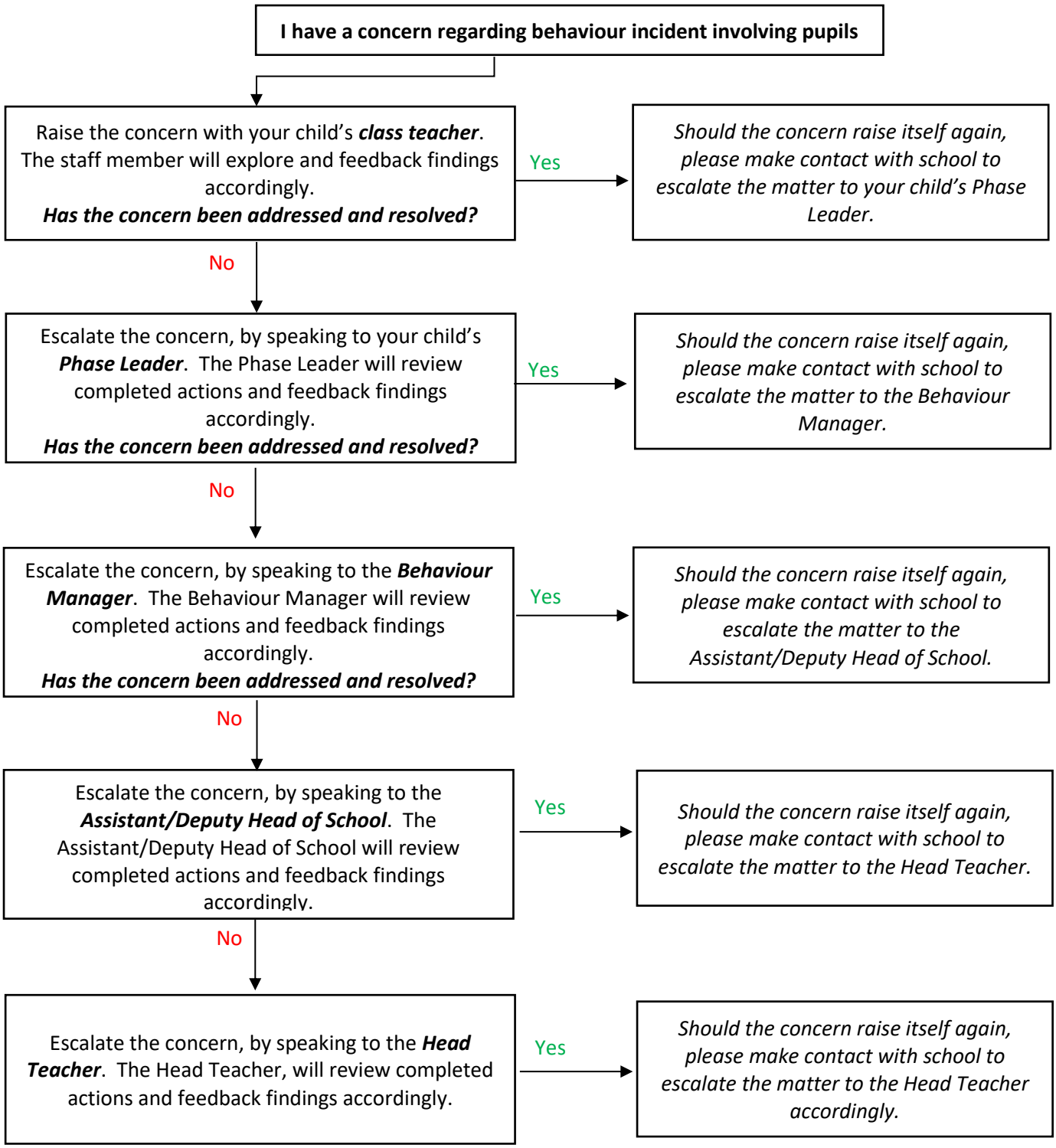
3.1 Raising Concerns about First Aid



3.2 Raising Safeguarding Concerns about a Pupil or family member in school

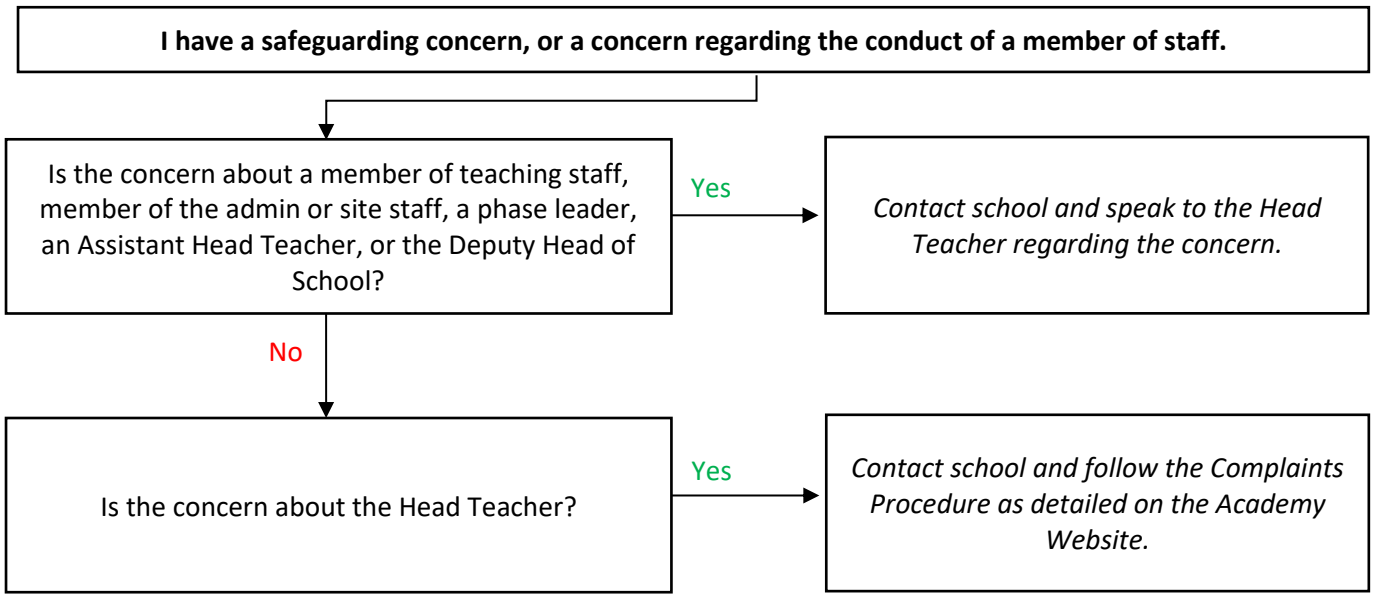


3.3 Raising Concerns about the Behaviour of Pupils

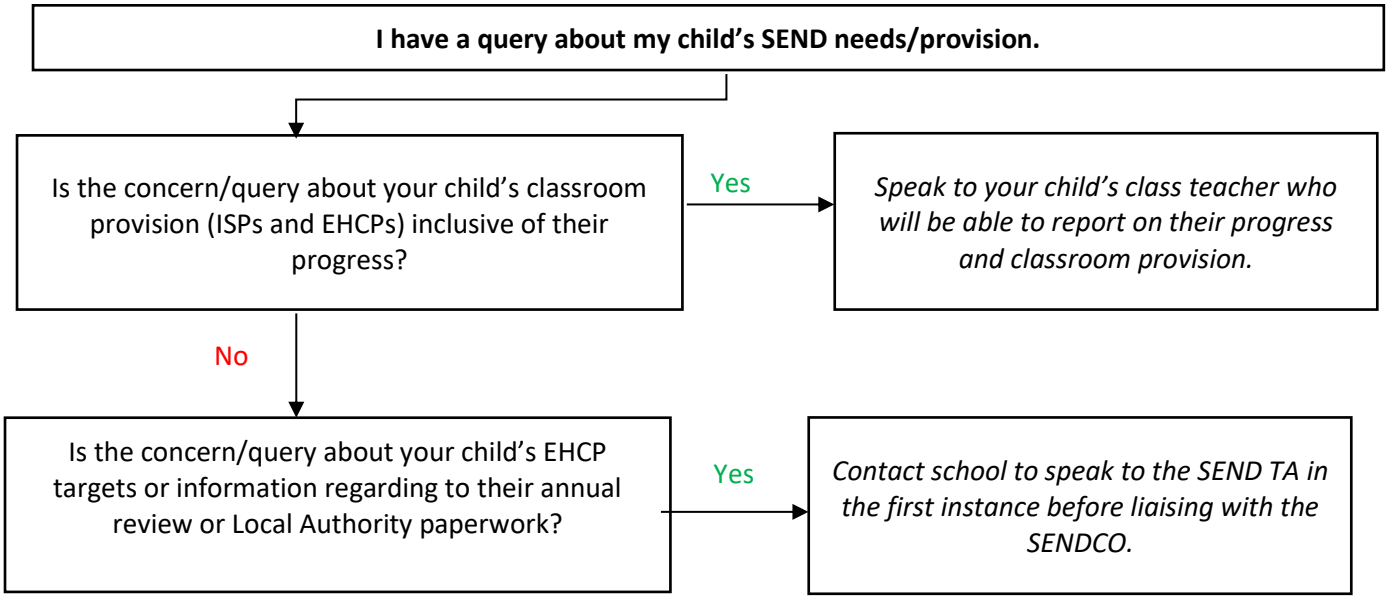


Please note that, as a result of an evaluation of the presenting concern, staff may escalate the concern higher than the directed pathway as stated on this protocol flowchart.

3.4 Raising Safeguarding Concerns, or concerns about the conduct of member of staff



3.6 Raising Concerns/Queries about a SEND need



3.6 Raising Concerns not addressed from sections 3.1 – 3.5

If parents / carers have a concern that is not addressed via sections 3.1 – 3.5, then they should contact the school office and share the nature of their concern. This will be shared with Senior Leaders, who will identify an appropriate manner in which to address the concern. Methods of escalation, should the matter remain unresolved, will be shared as part of the process.

4. Monitoring and Review

This policy is reviewed annually by the Head Teacher, or in line with any in-year review of the school's systems and procedures.

5. Appendix 1: Table of pertinent staff, including roles.

Phase Leaders	Assistant Head Teachers	Deputy Head of School	Head Teacher
Mrs S Harris *Year 3 & Year 4* Mrs F Harris *Year 5 and Year 6*	Mrs Heathcote (Miss Jukes) *SENCO* Mrs Wade SEN TA	Miss Phillips	Miss Newton