

12th September 2023

Miss Jill M. Palmer BSc, MA, MA, NPQH
Executive Principal

Dear Parents and Carers

Meadowfield School believes home-school communication is key in ensuring pupils are succeeding in school.

For clarity, I would like to share the following:

| Type of concern | Who to contact via office@meadowfield.kent.sch.uk |
|--|---|
| Communication about day to day classroom learning and pupil progress | Class Teacher |
| Safeguarding concerns | Liz Hymus, Designated Safeguarding Lead |
| Complaints | <p>Assistant Principals in the first instance:</p> <ul style="list-style-type: none"> • Caroline Jacques, Engage and Early Years • Peter Masaryk, Explore Department • Sue David, Enquire Department • Bonnie Tate, Sixth Form <p>Should you not receive a satisfactory reply, please contact:</p> <ul style="list-style-type: none"> • Angela Howe, Principal |

You will note from the table above that complaints should not be sent directly to the Class Teacher.

The role of the Class Teacher is teaching, learning and the assessment of pupil progress. The school management team does not wish to compromise the work of Teachers by expecting them to take on complaints. It is the role of senior staff to preserve the well-being of Teachers so that they are able to focus on ensuring each child makes progress. It is the role of senior staff to respond to complaints.

All communication should be during school hours, 9:00am – 3:00pm, Monday through Friday, term time only. After 3:00pm staff are normally committed to meetings and working parties. We do not expect staff to be sent messages on Saturdays, Sundays and during the holidays.

We encourage all parents and carers to get in touch should you have any concerns or worries. Most times, complaints can be worked through quickly and sometimes we may need a bit of time to gather information. We will always endeavour to respond to complaints in an efficient, professional and sensitive way and in turn we ask that you bring complaints to senior staff promptly so they can be addressed at an early stage. Please may I remind you that any complaint must remain confidential and is between yourself and the school and should not be discussed or gossiped about as this hinder any follow up actions.

Thank you for your cooperation and your willingness to work with us on ensuring we are providing the very best for your child or young person.

Best Wishes & Warmest Regards,

Yours faithfully

Jill M. Palmer
Executive Principal