



## Communication Procedure for Parents.

If you have a concern relating to your child at the school, please follow the procedure below:

Learning concerns	Pastoral concerns (this is the support of your child's individual needs, their emotional wellbeing and helping them with any personal problems they may be experiencing in school)	Concern relating to a particular learning or physical needs	Issues relating to staff	Concerns or queries relating to school administration
Please meet with your child's teacher and talk about your concerns.	Please meet with your child's teacher and talk about your concerns.	Please meet with your child's teacher and talk about your concerns.	Please contact Reception who will forward your concern to the most appropriate person.	Please contact any of our administration staff.
↓	↓	↓		
<p>If you feel the class teacher is unable to help please contact the Assistant or Deputy Head Teacher:</p> <ul style="list-style-type: none"> <li>• <b>Mrs T Davies</b> is the Assistant Head teacher</li> <li>• <b>Mr G Jones</b> is the Deputy Head teacher</li> </ul>		<p>Please arrange a meeting with the school's Additional Learning Needs Coordinator (ALNCo)</p>		
↓		<p><b>Mrs T Davies</b> – Main School ALNCo</p> <p><b>Mrs B Hopkin</b> – Resource Base ALNCo</p>		
<p>Please make an appointment to see our Head teacher, <b>Miss S Cason</b> if you remain concerned after following the steps above.</p>				
<p>Teachers are available after school for informal conversations and appointments can be made with all of the above by contacting the school office on 01446 747393 or emailing <a href="mailto:palmerstonps@valeofglamorgan.gov.uk">palmerstonps@valeofglamorgan.gov.uk</a>.            If you are writing to the school it is really helpful if you give us as much information about the background of your concern or complaint as soon as possible, including who it involves, and what you would like the outcome to be.</p>				

We endeavor to reply to all correspondence within 10 working days.

Our full school complaints policy can be found on our website or a hard copy can be obtained from the school office.