

How to get help with home learning

Our staff are working extremely hard to ensure that your child's learning continues even when they cannot physically be in school. Remote learning is still very new to us all and we are constantly reflecting and adapting. We hope that you will support your children to access the learning provided and that you will feel it meets their learning needs. However, if you have a concern please raise it with us as quickly as possible as, the sooner concerns are raised the quicker we can help to resolve them.



Due to the very nature of remote learning it is more likely that we will not see issues as quickly as we would if your child was physically in school and so we are asking you to let us know as soon as possible if you have any concerns. We can only fix things we know about.

Contact the Class Teacher

- As with everything we would always ask you to contact the class teacher in the first instant.
- The teachers are also teaching children in school during the day so please consider this when expecting a reply.
- Please also remember that the teachers have been advised not to respond to emails at unsociable times, for their wellbeing and also for yours.
- The teacher may not be able to resolve the issue themselves and if not will explain who they will pass it onto and let you know when they think it will be addressed.

The majority of your concerns can be resolved by your child's teacher.

Contact the Year Lead - if you feel you need further help and support, or, that you feel the outcome of your initial concern has not been supported or resolved.

- If you are not satisfied with the outcome you should then contact the Year Leader.
 - Reception – Miss Hopkinson
 - Year 1 – Mrs Wyld
 - Year 2 - Mrs Price
 - Year 3 – Mrs Gangonells
 - Year 4 – Mr Owen
 - Year 5 – Mr Andre
 - Year 6 – Mrs Wall
- The year leader will ask if you have already contacted the class teacher – they will want to know whether the class teacher has had the opportunity to resolve the issue and also understand what has already been suggested.
- The year leaders may also not be able to resolve the issue themselves but if not will explain who they will pass it onto and let you know when they think it will be addressed.

Contact the Assistant Headteacher - Within the organogram ([Here to Help](#)) you can find further information to contact the appropriate assistant headteacher.

- Reception and Key stage 1 – Miss Hopkinson
- Key Stage 2 – Mr Andre
- Children with Additional Educational needs or an Educational Health care plan – Mrs Napier

Contact the Headteacher - If at the end of this procedure you feel your concerns have not been met then please contact Caroline, the Headteacher.

Please be aware that should you contact any external organisations, they are likely to ask if you have followed the above steps and if you have not will ask you to do that before they take any action themselves.