

Who to Contact at Clipstone Brook

We want to encourage effective communication between members of our school community. We understand that sometimes you will want to share with us your ideas, thoughts and feelings about your child's experience or your own experience of school life. The school year provides some formal opportunities for you to provide feedback and have a chance to have your say, but we also welcome communication at other times. We know we can only continue to improve what we do by taking your views on board. We hope that the table below will help you direct your questions comments and views to the right person.

Questions, issues or concerns	How to make contact	Details
You have a question or concern relating to an experience of your child within the school day.	In the first instance speak with the Class Teacher or Teaching Assistant.	Class Teachers are available at the end of the day. If required, you can book a mutually convenient time to meet the class teacher. Alternatively you can leave a message by calling the School Office and a teacher will return your call.
You have discussed matters with your child's class teacher and you still have a concern.	Unresolved issues can be dealt with by any member of the school's Leadership Team.	Visit or telephone the School Office who will assist you in finding a member of the Leadership Team. Alternatively you can email: office@clipstonebrooklower.co.uk
You have a question or concern relating to an experience in before and after school Future Games Kids zone	In the first instance speak with the Club Co-ordinator If you feel that the matter needs to be addressed at a senior level- refer to details.	The Future Games Main Office 0845 366 4227 (open 8am - 5.30pm) Kidz Zone Club: 07590 844281 (open 12pm - 6pm) Kidz Zone enquiries: hello@kidzzoneclub.com
You have an issue to discuss relating to your child's attendance at school or the need to apply for leave.	In the first instance speak with the Administrative Team.	Visit or telephone the School Office who will assist you. If required they will refer you to discuss the matter with the Headteacher.
You have a new concern about your child's learning needs (SEND/More Able)	If this is a new concern in the first instance arrange to speak with the Class Teacher.	Class Teachers are available at the end of the day. If required, you can book a mutually convenient time to meet the class teacher. Alternatively you can leave a message by calling the School Office and a teacher will return your call.
You have an ongoing or growing concern about a SEND child.	All matters relating to SEND should be directed to the school's SENCO	Visit or telephone the School Office to request to speak with Mrs Bailes. If this is not able to happen immediately a meeting will be scheduled at the earliest opportunity. Your concern will be treated sensitively. Alternatively you can leave a message by calling the School Office and Mrs Bailes will return your call.
You want to share information about factors outside of school that may be impacting your child.	If you feel it is appropriate minor concerns can be shared with Class Teachers at the beginning or end of the day. If unsure or you wish to discuss a highly confidential matter contact the school's Family Worker Assistant or Headteacher	Class Teachers are available at the end of the day. For confidential matters visit or telephone the School Office to request to speak with Miss Edwards or Mrs Reay. If not immediately, a meeting will be scheduled at the earliest opportunity. Your concern will be treated sensitively. Alternatively you can email: office@clipstonebrooklower.co.uk
You would like guidance or support with personal circumstances that are impacting your child.	Concerns should be directed to Miss Edwards in the first instance. She works closely with all staff and other agencies to ensure issues are dealt with by the correct person/s	Miss Edwards is available to listen to concerns you may have. Visit or telephone the School Office who will assist you. Alternatively you can email her directly at: cara.edwards@clipstonebrooklower.co.uk

You have a question about admissions to school or availability of school places.	Central Bedfordshire has responsibility for admissions to our school.	www.centralbedfordshire.gov.uk/ school/admissions/ or call 0300 300 8037
You are worried about the conduct of another pupil in the school, e.g. bullying	Concerns should be directed to either the class teacher or Miss Edwards in the first instance. She works closely with all staff to ensure issues are dealt with by the correct person/s.	Miss Edwards is available to listen to concerns you may have. Visit or telephone the School Office who will assist you. Alternatively you can email her directly at: cara.edwards@clipstonebrooklower.co.uk
You are worried in general about your child's wellbeing or emotional welfare.	Concerns should be directed to Miss Edwards in the first instance. She works closely with all staff to ensure issues are dealt with by the correct person/s.	Miss Edwards is available to listen to concerns you may have. Visit or telephone the School Office who will assist you. Alternatively you can email her directly at: cara.edwards@clipstonebrooklower.co.uk
You have a concern about Safeguarding or Child Protection	Concerns should be directed to the Headteacher who is the school's lead Designated Officer, Miss Edwards or Ms Sinclair-Gunn who deputise in her absence.	Visit or telephone the School Office to request to speak with Mrs Reay, Miss Edwards, Ms Sinclair-Gunn. If not able to happen immediately, a meeting will be scheduled at the earliest opportunity. Your concern will be treated sensitively
You are worried about the conduct or capability of a member of staff in the school. You are concerned about the behaviour of other adults on the school site.	Concerns should be directed to the Headteacher or an Assistant Headteacher	Visit or telephone the School Office to request to speak with Mrs Reay or Ms Sinclair-Gunn or Mr Rowe. If not able to happen immediately, a meeting will be scheduled at the earliest opportunity. Your concern will be treated sensitively
You have a concern about premises safety or maintenance.	Matters relating to Health & Safety and premises are dealt with by the School Office Manager.	Visit or telephone the School Office and request to speak with Mrs Jones. Alternatively, you can email: office@clipstonebrooklower.co.uk
You wish to update your child's information on the school system, including information about health and medical conditions.	Matters relating to registration data and health plans are dealt with by the School Office Manager	Visit or telephone the School Office and request to speak with Mrs Jones. Alternatively, you can email: office@clipstonebrooklower.co.uk
You think your child might qualify for Free School Meals funding support due to low income or a change in your income.	If you think you may qualify you can check the qualifying criteria and apply through the Local Authority.	www.centralbedfordshire.gov.uk/benefits/free-schoolmeals/ or call 0300 300 8306

For the reception please either call 01525 376085 or email office@clipstonebrooklower.co.uk

You will appreciate that during the school day staff are actively engaged and directed in activity that makes immediate response to your contact difficult. We aim to respond to telephone or email contact within 48 hours but often it will be quicker. If you have an immediate concern that you need reassurance over please visit or call the Front Desk.