

# Who to talk to at Dale Hall Primary School if you need support or advice about your child.



At Dale Hall we encourage you to reach out and discuss any concerns you may have, at the earliest opportunity. Below is a flow chart of who to contact and how this will then be referred to the relevant member of staff. **Please follow steps 1-3 for your concerns to be referred to SLT**

## (1) Teaching Assistants

To begin with, try talking to our friendly teaching assistants who are always on hand to help and can often be an informal way of handing over information, which can then be passed to the class teacher. Many of our teaching assistants teach small groups as well as having an excellent knowledge of the class.



## (2) The Class Teacher

The class teacher should always be the first person to talk to about any concerns you have regarding your child. You can message them via Dojo or email the school office asking for a phone call. They will always make time to listen and support, however if they feel your concerns require specialist support they will ask your permission to refer your child to a member of our inclusion team.



## (3) Phase Leaders

The phase leaders are responsible for supporting the class teachers to resolve any concerns that you raise. If you feel that you need a Phase leader to support you with your concerns then please contact the school office. The office will arrange for the Phase leader to call you back at a convenient time.

## The SENDco

Sometimes the Phase leader will ask to involve the SENDco to gain specialist support for your child. Our SENDco works with many different agencies and will make time to discuss a pathway forward to support your child.



## The Achievement Leader

The Phase leader may also refer you to our Achievement leader whose role is to support any child who is under achieving or in danger of not making appropriate progress. They will be able to work with you to discover any underlying barriers to their learning. Our Achievement leader may well suggest support from the inclusion team below.

**The SENDco or the Achievement leader may then involve other members of the pastoral support team.....**



## The role of the Core SLT

### Assistant Headteacher

The assistant head teachers role is to support the Phase leaders with decisions and help refer concerns to a higher level. Our assistant head works closely with the Deputy and the Headteacher.

### Deputy Headteacher

The Deputy Headteacher's job is to support the Assistant Headteacher to refer concerns or discuss strategies with the family. The deputy head supports all areas of concerns, once referred.

### Headteacher

The Headteacher's role is to support all staff to ensure the very best outcomes for pupils. To monitor and action all safeguarding concerns and discriminatory behaviour.

**Please follow steps 1-3 and involve the phase leader where possible. They will then refer your concerns on to the appropriate member of staff.**