

How do I know who can help?

When it comes to the safety, welfare, wellbeing and academic progress of our children, we have the right to the correct advice and support. Knowing who to turn to at Hobbayne is really important for parents, and it helps the school to run more smoothly too!

If you have a problem with your child's welfare, safety, emotional or physical wellbeing, or academic development the first person to speak with is always the class teacher.

Class Teacher

If you have a concern about the teacher, or you feel that the issue you raised has not been resolved by the class teacher, please make an appointment to see the Phase Leader. These are as follows:



Ms Gill
Nursery &
Reception Lead



Mrs Linney
Year 1 Lead



Ms Strube
Year 2 Lead



Ms Charles
Years 3 & 4
Lead



Mr Savage
Years 5 & 6
Lead

If you feel that the issue you raised has not been resolved by the class teacher or by the Phase Leader in charge of the department your child is in, please make an appointment to see one of the Deputy Headteachers or another member of the Senior Leadership Team.

These are as follows:



Ms Tolan
Deputy Head



Mrs Barnes
Deputy Head



Mrs Yoosuf
Headteacher



Mrs Yudolph
SENDCo



Mrs Moore
School Business
Manager

If you still feel that the issue you raised has not been resolved, then please make an appointment to see the Headteacher.

Following this, if you believe that the school has not resolved the issue or provided a satisfactory response, you can follow the complaints process and contact the Governing Board <https://hobbayneprimary.fluencycms.co.uk/Policies>

In all instances, please make sure you make an appointment with the member of staff you wish to speak with via the School Office, in person, by phone or via email. You may be asked as to the reason for the meeting, and if you feel able to provide the office with this detail, the school will be able to deal with the issue much more efficiently.

Other useful contacts:

- **Absence:** the School Office (tel: 020 8567 6271)
- **Illness of your child:** the School Office *and* you may wish to seek advice from Liza Rutter our Welfare Officer
- **Payment for Trips, Events or Clubs:** Mrs Moore (School Business Manager)
- **Maintenance or damage of the buildings or playgrounds:** Mrs Moore (School Business Manager)
- **Safeguarding and Child Protection:** Mrs Barnes in the first instance, and Ms Tolan where Mrs Barnes is unavailable
- **Special Educational Needs:** Mrs Yudolph

The school endeavours to resolve concerns and complaints as quickly and effectively as possible.