



Moat Farm Junior School
Where we prepare for tomorrow by achieving today

Parental contact regarding queries or concerns

If you have a concern or query regarding your child you must first speak to your child's class teacher. Class teachers are usually available at the end of the school day until 3:25pm. If your child's class teacher is unavailable please ring school on 0121 552 1215 so that a message can be left with your child's teacher to contact you.

Once the class teacher has been in contact with you please allow them time to address any concerns/ queries you may have. Sometimes they may need time to investigate any incidents. Once dealt with, class teachers will contact you again to update you.

If, after initial contact with the class teacher, you are still concerned/ have a query regarding your child, please contact school on 0121 552 1215 and ask for a member of the Senior Management Team (SMT) to contact you.
The members of SMT are: Mrs E. Shaw (Deputy Head Teacher/ Upper School Leader), Mrs A. Scotney (Deputy Head Teacher/ Lower School Leader) and Mrs N. Poole (Assistant Head Teacher/ Behaviour leader). The member of staff who contacts you will depend upon their availability and area of responsibility.

On some occasions you or the member of SMT may want to involve the Headteacher, Ms L. Stone, in discussions regarding queries or concerns about your child. If this is the case you will be contacted via telephone to speak to Ms L. Stone or invited into school to discuss matters further.