

Wrockwardine Wood CE Junior School



Parental Concerns Policy

Updated: December 2025

Review Date: December 2027

Reviewed by the Headteacher

T Cartwright.



“Love, Laugh Learn”

We will ignite the ability in all to **‘Love, Laugh and Learn’**, recognising the extraordinary and wondrous in everything and in everyone. Our rich, varied and creative curriculum, together with our Christian values, will empower all to flourish following Jesus’s promise **‘I have come to give life and life in all its fullness.’** (John 10:10)

Our School Christian Values



Parental Concerns

If you have a concern regarding your child, we would like to outline the process which you should follow to raise that concern with the school.

Step 1

Speak with the Class Teacher via DoJo. DoJo messages will only be read between 8am and 9am and 3:30pm-5pm. An acknowledgement will be sent to you within 24 hours. Alternatively, you can leave a message with the school office for the Teacher to call you back within 24 hours.

Step 2

If you feel that your concerns have not been addressed, you should contact the school office via email or phone call. The office staff will take a note of your concern and pass it to a member of the Senior Leadership Team or Pastoral Team. You will receive an acknowledgement within 24 hours.

Step 3

If you are not satisfied with the response to this, you should contact the Head Teacher via email h3129@taw.org.uk or telephone the school office to make an appointment to speak with the Head Teacher. The Head Teacher will respond to you within 24 hours. Face to face appointments may need to be booked outside of this timescale due to existing commitments.

Step 4

If you are not happy with the outcome of step 3 the next step is to follow the school complaints policy which can be found on the school website under Our School, School Policies.