

# WHO TO CONTACT

There will be times when you need to contact school. Should you have an issue or concern that relates to your child, please don't hesitate to approach the school directly. The first point of contact will usually be your child's class teacher. It's in everybody's best interests that any issues are resolved as quickly as possible. This guidance is designed to help you handle concerns quickly and confidently by directing you to the person in school who is best-placed to help. Our full complaints policy and procedure are also available on our website. This document is designed to be an 'at a glance' contact list.



## For matters pertaining to:

- Pupil absence
- Dates / times for school events
- Payments to school
- General non-urgent queries



## Please contact the School Office:



01403752207



[messages@loxwoodschool.com](mailto:messages@loxwoodschool.com)



Loxwood Primary School, Nicholsfield,  
Loxwood, West Sussex, RH140SR

## For matters pertaining to:

- Class-based concerns
- Your child's learning
- Your child's general well-being



## Please contact your child's Class Teacher:



In the first instance, we encourage short conversations at the start or end of the day where possible. For matters which require a more in-depth conversation, please call or email the school office to arrange for the class teacher to call you back.



### For matters pertaining to:

- Special Educational Needs
- Safeguarding concerns



### Please contact our SEND Coordinator

**Miss Daisy Price :**



01403752207



sendco@loxwoodschool.com



Loxwood Primary School, Nicholsfield,  
Loxwood, West Sussex, RH140SR

### For matters pertaining to:

- Any ongoing matters that you have raised previously with the class teacher but you feel have not been resolved.
- If the matter is regarding one of the members of staff mentioned above.
- Feedback about the school: negative or positive.



### Please contact our Deputy Headteacher

**Miss Daisy Price :**



01403752207



deputy@loxwoodschool.com



Loxwood Primary School, Nicholsfield,  
Loxwood, West Sussex, RH140SR

### For matters pertaining to:

- Any long-term matters that you have raised previously via the above channels but you feel have not yet been resolved successfully or you are dissatisfied with the outcome.
- If the matter is regarding one of the members of staff mentioned above.
- Safeguarding concerns.
- Serious and urgent queries.



### Please contact our Headteacher

**Mrs Sharon Mellors :**



01403752207



head@loxwoodschool.com



Loxwood Primary School, Nicholsfield,  
Loxwood, West Sussex, RH140SR