

## STAGE 1

### STAGE 1 Class teacher

#### Face to face

Learning or relationship concerns relating to class

*Email should only be used to send a simple message or arrange a meeting – not for writing out a concern. This should always be done in person or on the phone when a meeting is not possible. In person: you can often catch the teacher after school for a simple matter or arrange another time to talk. You can also speak to the office to arrange a time to discuss a more lengthy matter*

Reply within 2 working days

### STAGE 1 Admin email/call

Miss C. Lau [admin@trinity.sch.je](mailto:admin@trinity.sch.je)

#### Reply same working day

School events information – check website first/ Report an absence / Inform of alternative pick up arrangements or changes within school day/ Extra-curricular or trip queries

**Initial Safeguarding concerns which will then be passed to Designated Safeguarding Lead (DSL) (Please use this email for initial concerns in case Mrs Sleath is away/ on a course/ in a meeting etc. The office can triage and send to the most appropriate senior member of staff)**

### STAGE 1 BC/ASC

Mrs H Racjan [admin@trinity.sch.je](mailto:admin@trinity.sch.je)

After School Club/Breakfast Club changes to bookings

#### Reply within 2 working days

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Payment enquiries

Invoices/ requests for additional paperwork etc

#### Reply within 5 working days

## STAGE 2

### Senior Leaders

Years 1, 2, 3 – Mrs C. Flett [C.Flett@trinity.sch.je](mailto:C.Flett@trinity.sch.je)

Years 4, 5, 6 – Mrs K. Cutting [K.Cutting@trinity.sch.je](mailto:K.Cutting@trinity.sch.je)

### Middle Leaders

Early Years - Mrs Churcher and Mrs Osgerby

#### Reply within 5 working days

Escalated learning/behaviour/friendship concerns if unresolved at Stage 1

### STAGE 2 SENCo/ Designated Safeguarding Lead

Mrs S. Sleath [S.Sleath@trinity.sch.je](mailto:S.Sleath@trinity.sch.je)

#### Reply 5 working days

Escalated SEN concerns, if unresolved at Stage 1

Ongoing SEN / DSL correspondence

Initial Safeguarding concerns will be **triaged and responded to as soon as possible that working day**

## STAGE 3 (3 plus)

### STAGE 3 Deputy Head then Head teacher

Mrs S. Sleath [S.Sleath@trinity.sch.je](mailto:S.Sleath@trinity.sch.je)

Mrs K. McMahon [admin@trinity.sch.je](mailto:admin@trinity.sch.je)

#### Reply within 5 working days

Ongoing issues related to safeguarding, unresolved concerns at previous stages

## STAGE 4

### STAGE 4 Senior Adviser

Mr Matthew Newberry

#### Reply within 5 working days

If your concern has been raised at the above stages without resolution, contact 445504, in line with CYPES complaints policy

#### Please note

Meetings cannot be guaranteed without booking

The school may not respond to communication outside of working hours

All communication must be respectful, setting a good example in speech and behaviour towards all members of Trinity community, in the interests of working together to meet the needs of all children.