

CONTACTS

The Academy Tel: 01981 540 221

FIRST CONTACT TEAM

Academy Principal

Kate Andrews kate.andrews@steineracademyhereford.org.uk

Academy Vice Principal

Richard Thadchanamoorthy
richard.thadchanamoorthy@steineracademyhereford.org.uk

Pastoral Lead

Carol Kirk carol.kirk@steineracademyhereford.org.uk

Class 8 to 10

Colin Crawford colin.crawford@steineracademyhereford.org.uk

Class 1 to 7

Julie Whitfield julie.whitfield@steineracademyhereford.org.uk

Designated Safeguarding Lead

Wendy Lane wendy.lane@steineracademyhereford.org.uk

Special Educational Needs & Disability Co-ordinator Class 6-10

Vivien Rouse senco@steineracademyhereford.org.uk

SENDCo Reception Class to Class 5

Alison Gebert senco@steineracademyhereford.org.uk

Chair of Friends

Sophy Simpson friends@steineracademyhereford.org.uk

The Steiner Academy Hereford will endeavour to support, inform and advise in the best way during the sharing of concerns, but if you feel the need to take matters further, please follow the Academy's Complaints Procedure, available from the Reception Office.

Sharing Concerns



An Information Guide
For Parents and Carers
Updated April 2021

THE NEXT STEP

If you do not feel able to contact the member of staff directly, for whatever reason, then a member of the First Contact Team is available to listen **confidentially** to your concern and decide, with you, the best next steps.

FIRST CONTACT TEAM

Members of this team can be found on the reverse of this pamphlet.

The aims of this team are to:

- Listen and acknowledge.
- Log and monitor your concern.
- Arrange meeting(s) with appropriate people.
- Proceed within a fair time frame.
- Communicate promptly.
- Ensure appropriate follow-up.
- Attend meetings with you if necessary.
- Offer support to families whose children experience anxieties about school.
- Work within clear guidelines. Please ask for these if necessary.

SHARING A CONCERN OR GETTING A QUESTION

ANSWERED is sometimes a worrying experience in a busy school community. We hope this process enables parents and carers to bring matters speedily to our attention so that we can respond swiftly and openly.

FIRST STEPS ...

Concerns about children:

The best and first port of call is your child's Class Teacher or Guardian. Please feel free to contact them directly.

If your child is having difficulties with longer term issues affecting their wellbeing and attendance, and you would like more help, please do not delay in contacting us so that we can help.

Concerns about your teachers:

Please make arrangements to speak directly with the teacher concerned.