



Who Do I Contact at West Hove?

Office Staff

The Office Staff will be able to answer most queries about the general day to day running of the school i.e. Payments, letters, club information and general school enquiries. The office staff will also pass messages on to other staff members.

If your issue relates to Special Educational Needs or Additional Needs, the SENCOs will be the people to contact.

Class Teacher

The Class Teacher will be the first person to speak to in the case of a class based issue or enquiry that the office is unable to answer such as friendship issues or academic achievement. The majority of issues can be sorted out at this stage.

SENCO

Year Leader

For any issue that is more serious in nature or relates to the specifically to the year group (e.g. curriculum, organisation, year group expectations), please speak to the year group leader.

There may be occasions when an issue is serious enough for it to be brought to the attention of the Executive Inclusion Manager. In this instance issues are always referred up by the SENCO.

Head of School

When an issue is such that it demands the attention of a senior member of the Leadership Team then Head of School would need to be contacted.

Executive Inclusion Manager

Executive Headteacher

There may be occasions when an issue is serious enough for it to be brought to the attention of the Executive Headteacher. In this instance issues are usually referred up by Head of School.

Chair of Governors

Our policy states that should any person not be satisfied with the Executive Headteacher's response they should address their concerns to the Chair of Governors. They will acknowledge the complaint within 5 working days and arrange for a panel of governors to be formed to hear the complaint.

**WEST HOVE
INFANT SCHOOL**
A family of friends