RAISING CONCERNS

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Process for Raising Concerns.

At Haven High Academy, we are committed to addressing concerns promptly and effectively.

General Guidelines

- To ensure concerns are handled at the appropriate stage please do not email the Executive Headteacher or Head of School directly, please first raise them with your child's Head of year or Head of Faculty first who will escalate matters if needed.
- Avoid emailing teachers directly, as they are busy teaching and may not see your email in a timely manner.
- Go straight to the year group identified in the contact details as they will be more familiar with your child.

Follow-up

- Allow reasonable time for a resolution. After contact staff may need to consult with colleagues or speak to students.

Safeguarding Concerns

Contact the school's designated Safeguarding personnel:

- **Designated Safeguarding Lead (DSL)** Mrs Parker: Safe@havenhigh.net
- **Deputy DSL** - Mr Duce
- **Year 7 DSL:** Mr White
- **Year 8 DSL:** Mrs Crowley

  Year 9 DSL: Mrs Thornalley

  Year 10 DSL: Mrs Sargeant

  Year 11 DSL: Mr Young

SEND Concerns

- **Contact the school's SEND and Inclusion Coordinator:** Assistant Headteacher Mrs Sanderson enquiries@Havenhigh.net

Attendance Concerns

Mrs Parker: enquiries@Havenhigh.net

Educational Welfare Officers

Year 7: Mr Burton

Year 8: Mrs Howlett

Year 9: Ms Howard

Year 10: Mrs Howlett

Year 11: Ms Howard

Process

For all other concerns, please follow these steps:

1. **Initial Contact:**
   - Please contact the relevant **Head of Department** (for academic matters) or **Head of Year (**for pastoral concerns).
   - Clearly state your specific query and allow up to 48 hours for a response.
   - Explain any steps you have already taken and why you feel the matter remains unresolved.
   - To arrange a meeting or phone call with the **Head of Year or Department.**
     - Phone: 01205 311979
     - Email: Enquiries@havenhigh.net

2. **Follow-Up:**

   Allow Response Time:

   - Provide the staff member with 2 working days to investigate and respond to your concern.
   - Many issues can be resolved at this stage through open dialogue.

3. **Senior Leadership Consultation:**
   - If you believe your concern has not been addressed satisfactorily by the Head of Department or Head of Year, you may request a meeting with a member of the Senior Leadership Team associated within that area.
   - Contact the school office to arrange this, providing a summary of the steps taken so far.
   - This step should only be taken if you have followed all previous steps in the process.

4. **Head of School Consultation:**
   - In the rare event that your concern has not been addressed to your satisfaction by the Senior Leadership Team, you may request a meeting with the Head of School.
   - This step should only be taken if you have followed all previous steps in the process.

5. **Executive Headteacher of School Consultation:**
   - In the rare event that your concern has not been addressed to your satisfaction by the Head of School, you may request a meeting with the Executive Headteacher.
   - This step should only be taken if you have followed all previous steps in the process.

6. **Formal Complaint:**
    - As a last resort, if all previous steps have been exhausted and you remain unsatisfied, you may file a formal complaint.
    - Follow the Trust's Complaints Procedure, which is available on our website or from the school office.

Important Notes:

- At each stage, please allow sufficient time for the school to investigate and respond to your concern before moving to the next stage.
- Document your concerns and the responses you receive at each stage.
- Always approach each stage with an open mind and a willingness to work collaboratively towards a resolution.
- Remember, our shared goal is the best possible educational experience for your child.

We believe that most concerns can be resolved quickly through open and respectful dialogue with the relevant staff member. This process is designed to ensure that all concerns are dealt with fairly, appropriately, and effectively for all concerned.

Consequences of Breaching the Code

Violations of this Code of Conduct may result in:

- A formal warning
- Limited access to school premises
- Referral to appropriate authorities.

In serious instances, the school may explore legal options to address persistent unacceptable behaviour or misuse of social media.

Commitment to Resolution

Haven High Academy is dedicated to collaborating with parents to address any issues promptly, fairly, and effectively. We appreciate your cooperation in maintaining a positive and productive school environment for all.

By being part of the Haven High Academy community, you agree to abide by this Code of Conduct and support our efforts to provide an excellent education for all students.

Heads of Year Contact Information

- Year 7: Miss Marriott
- Year 8: Mr Morley
- Year 9: Mr Shaw
- Year 10: Miss Bates
- Year 11: Mr Harrison

We appreciate your cooperation in following this protocol to ensure efficient and effective resolution of all concerns.