

Possible Issue or Concern	How to make contact	Details
<p>Your first point of contact for all day to day issues linked to the well-being of your son or daughter.</p>	<p>Please speak to your class teacher in the first instance</p>	<p>Class teachers are available at the end of the day to speak to. If required, you can book a telephone conversation or meeting or you can email your concern via the App. To arrange an appointment please contact the school office office@greenleas.net or speak to your class teacher at the door.</p>
<p>If after having discussed matters with your child's Class Teacher you are still concerned please contact the Phase Leader for general matters linked with your child's well-being at school.</p>	<p>To arrange an appointment either face to face or via telephone, please visit or call the school office or email office@greenleas.net</p>	<p>Phase Leaders Mrs Cosby – Pre-Reception & Reception KW Mr Pearce - Pre-Reception & Reception DR Mrs Roche-Jones - Year 1&2 DR Mrs Newman - Year 1&2 KW Mrs Turner - Year 3&4 DR Mr Fidler - Year 3&4 KW</p>
<p>Issues relating to your child's overall achievement and participation in school that cannot be dealt with by his/her Class Teacher or Phase Leader.</p>	<p>To arrange an appointment either face to face or via telephone, please visit, call the school office or email office@greenleas.net</p>	<p>Deputy Head Teacher Miss Grossman – KW Mrs Horne - DR</p>
<p>General admin queries</p>	<p>Most areas are covered on our school website. However, if your query is not answered or there is something useful we could add please email us to let us know.</p>	<p>Please email office@Greenleas.net</p>
<p>If you need to discuss attendance / absence</p>	<p>Please call or visit the school office or email office@greenleas.net</p>	<p>Please advise the school office in person or via the App if you plan any absence, so you are able to complete the correct forms to apply for authorisation. Also, please advise any absence due to illness daily including when your child falls under the 48hr sickness rule.</p>

<p>Change to pick-up or authorisation</p>	<p>We only need to be advised if the person picking up is NOT on the pick-up list you have supplied the school with. To add to your authorised list please visit or email the school office.</p> <p>If a new person is picking up, please email or send message via the App or call the school office.</p>	<p>Email office@greenleas.net</p> <p>01525 371735/385356 option 1 Derwent Road, option 2 Kestrel Way</p>
<p>If you think your child might qualify for Free School Meals funding due to low income or change of circumstance</p>	<p>If you think you may qualify you can check the criteria and apply through Central Bedfordshire</p>	<p>www.centralbedfordshire.gov.uk/benefits/free-school-meals/ or call 0300 300 8306</p> <p>If you need any help please contact the school office.</p>
<p>Issues relating to school lunches</p>	<p>Please contact HCL at each site directly. Please avoid lunchtimes 12- 1.15pm when they will be unable to answer.</p>	<p>Kestrel Way – telephone school office on 01525 3 7 1 7 3 5 /385356 option 2 and ask to be transferred to the kitchen. Derwent Road – please contact the office in the first instance on the number above followed by option 1.</p>
<p>If you need to update the information on the school system such as advise change of contact details or medical conditions.</p>	<p>Send via school app alternatively visit the school office or email office@greenleas.net</p>	
<p>Medical matters Medical Condition/illness If your child has a medical condition that you feel that school need to be aware or support for return to school after medical absence</p> <p>If your child needs prescribed medication to be given in school.</p>	<p>In the first instance contact the school office. Call or visit the school office or email office@greenleas.net</p>	<p>The office will organise the correct forms and either brief the class teacher or arrange a meeting (and if necessary involve the school nurse.)</p> <p>The school can only administer prescribed medication. A three times a day medication will not be given in school unless it relates to eating at lunchtime.</p>

<p>If you feel your child is in need of support with regard to personal circumstances that may impact them at school;</p> <ul style="list-style-type: none"> - Social skills - Issues affecting your family - Other external factors 	<p>You may choose to either speak to your class teacher or arrange a meeting with a member of the Pastoral Team. To arrange an appointment either face to face or via telephone, please call the school office or email office@greenleas.net</p>	<p>Our Pastoral Team is available to support children in conjunction with the class teacher. Please enquire via the class teacher or school office.</p>
<p>Greenleas Pre-school</p>	<ul style="list-style-type: none"> - Issues concerning your child that already attends - If you wish to arrange a tour please contact directly. - If you want to apply for a place. 	<p>01525 371735/385356 option 1 followed by 2 for Derwent Road: option 2 followed by option 2 for Kestrel Way</p>
<p>SEND (Special Educational Needs & Disability)</p>	<p>To arrange an appointment either face to face or via telephone, please call the school office or email office@greenleas.net</p>	<p>Mrs Silverton (SENDco) – DR Miss Skinner (SENDco)-KW</p>
<p>Matters relating to safeguarding and child protection.</p>	<p>To arrange an appointment either face to face or via telephone, please call the school office or email office@greenleas.net</p>	<p>Mrs Clarke, Head Teacher is the school’s Designated Child Protection Officer. In her absence this responsibility passes to the Deputy Head Teacher at that site.</p>
<p>Matters relating to Data Protection or Freedom of Information</p>	<p>Please call the school office or email office@greenleas.net</p>	<p>Mrs Cook, Business Manager or the school’s external Data Protection Officer Judicium Consulting Limited Address: 72 Cannon Street, London, EC4N 6AE Email: dataservices@judicium.com Web: www.judiciumeducation.co.uk Telephone: 0203 326 9174 Lead Contact: Craig Stilwell</p>

<p>Admissions enquiries and school tours</p>	<p>Central Bedfordshire has responsibility for admission to our school. Call 0300 300 8037 www.centralbedfordshire.gov.uk/school/admissions</p> <p>For tours please call the school office or email office@greenleas.net</p>	<p>School tours for children looking to start school in the following September are usually held during October & November and hosted by a member of the Senior Leadership team. Please book a space via the school office. In year transfer tours can be arranged on an ad-hoc basis.</p>
<p>Finance / Invoicing / Payments / Childcare Vouchers</p>	<p>Please contact the Finance team within the School Office</p>	<p>01525 371735/385356 option1 then option 3</p>
<p>Issues linked to: - Health and Safety Site access/management</p>	<p>To arrange an appointment either face to face or via telephone, please visit or call the school office or email office@greenleas.net</p>	<p>Mrs Cook – Business Manager</p>
<p>Whole school issues or any serious matters or concerns that cannot be addressed by other members of staff.</p>	<p>To arrange an appointment either face to face or via telephone, please call the school office or email office@greenleas.net</p>	<p>Mrs Clarke – Head Teacher Mrs Clarke spends time across both Derwent Road and Kestrel Way so may not be available on the day for a face to face meeting but may be available for a telephone meeting.</p>
<p>If you have a concern that relates to the Head Teacher</p>	<p>The school Governing Body will address issues relating to the Head Teacher.</p>	<p>Please contact the Chair of Governors via the clerk to governors at clerk@greenleas.net</p>