**Parent Inquiry or Concern – Junior School.**

**Level 1:**
- Academic: Parent emails or phones class or subject teacher.
- General or Administration Concern: Contact Reception who will direct you to the appropriate person if they are unable to address your query.
- Pastoral Care/Health: Parent emails or phones class teacher.

**Issue resolved?**
- Yes: No further action required.
- No: No further action required.

**Level 2:**
- Academic: Parent emails or phones Dean of Early Years (K – 2) or Dean of Learning and Teaching (3 – 6).
- General or Administration Concern: Parent emails or phones Dean of Early Years (K – 2) or Dean of Learning and Teaching (3 – 6).
- Pastoral Care/Health: Parent emails or phones Deputy Head or Head of Junior School.

**Issue resolved?**
- Yes: No further action required.
- No: No further action required.

**Level 3:**
- Academic: Parent emails or phones Deputy Head of Junior School or Head of Junior School.
- General or Administration Concern: Parent emails or phones Deputy Head of Junior School or Head of Junior School.
- Pastoral Care/Health: Parent emails or phones Deputy Head of Junior School or Head of Junior School.

**Issue resolved?**
- Yes: No further action required.
- No: No further action required.

**Level 4:**
- Contact the Vice Principal or Principal to discuss your concern.