



Herrick Primary School
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E-mail: office@herrick.leicester.sch.uk
Website: www.herrick.leicester.sch.uk

Headteacher – Miss S Odedra

Chair of Governors – Mr S Martin

Tuesday 10th March, 2026

Communication Pathways at Herrick Primary School

Dear Parents and Carers,

We truly value the strong partnership we share with you and are always here to listen to your feedback or concerns regarding your child's education and wellbeing.

To ensure your queries are resolved as efficiently and accurately as possible, we would like to remind everyone of our communication pathways.

Our staff know your children best in different contexts, and following these steps helps to ensure that the person with the most direct knowledge of the situation is the one helping you.

1. Class Teacher

Your child's class teacher should be the first point of contact for any classroom, academic or social concerns that you may have about your child.

Your child spends the largest proportion of their time in school with their class teacher, and therefore, their class teacher is best-placed to address the vast majority of the queries or concerns that you may have about your child.

You can contact your child's class teacher by either leaving a message with the school office on (0116) 2665656, or by sending an email to the office via the email address office@herrick.leicester.sch.uk.

Class teachers are also available for a brief discussion at the end of most school days. Please note that on some days, class teachers are scheduled to attend meetings, and therefore, they may ask that you arrange a more mutually convenient time to discuss a query or concern in more detail so that the appropriate level of attention can be given to the matter.

If a query or concern is raised with the class teacher and parents/carers find that the matter remains unresolved, we ask that you approach the class teacher again by explaining that the matter remains unresolved.

This then provides the class teacher with the opportunity to address the matter using a different approach, or it allows them to seek further guidance from a relevant member of staff.

2. Key Stage Leader

If after two discussions with the class teacher, a matter remains unresolved, we ask that parents/carers contact the school office to make an appointment with the relevant key stage leader for your child's class, as they are responsible for having an oversight over year groups as a whole.

The following members of staff are your points of call for this:

- Queries/concerns relating to: Reception, Year 1 and Year 2 – Mrs Aydin
- Queries/concerns relating to: Year 3, Year 4, Year 5 and Year 6 – Miss Kaur

3. Behaviour Lead

If after discussions with the class teacher and key stage leader, you are still dissatisfied with the school's response, please contact the school office on (0116) 2665656 or send in an email detailing the nature of your query or concern to office@herrick.leicester.sch.uk.

This will then be passed onto our behaviour lead, Mrs Aydin, who will contact you to arrange a meeting to discuss the matter in more detail.

4. Headteacher

Meetings with the headteacher will only be held for serious or complex matters that have progressed through the previous stages.

5. Safeguarding Concerns

If you have a safeguarding concern about a child, you must report it immediately to the school's Designated Safeguarding Lead (DSL) – Mrs Aydin at the email address aaydin@herrick.leicester.sch.uk

If a child is in immediate danger, please call the police on 999.

For further advice, you can also contact the NSPCC Helpline on 0800 800 5000, or the local authority's child protection team.

Following this approach will ensure that you receive a prompt response from those members of staff who are involved in your child's daily school life.

Thank you for your continued support.

Kind regards,

Herrick Primary School

To give each and everyone a chance'