WHAT TO DO IF YOU NEED TO CONTACT US

	I have a concern about my child's emotional wellbeing	I have a concern relating to the academic progress of my child	I would like to report/ discuss an incident that happened in school involving my child	I have a concern relating to an identified special need (SEN)	I wish to report an incident of bullying (including cyber bullying)	I have a general enquiry e.g. school event, trip, breakfast club, after school club, payment etc	I am reporting my child as absent from school (on the first day of absence)	I need help with school uniform/food etc	I wish to make a complaint
Phase 1	Please raise your concern with your child's class teacher in person, private message on Seesaw or via email (northwood.primary@knowsley.gov.uk)				To report a bullying incident please contact the school office to make an appointment to meet with a member of the Senior Leadership Team to record the incident. Contact your child's class teacher for other matters.	Please refer to your Seesaw account and the School Website in the first instance. If you can not find what you need please contact the school office.	Please contact the school office.	Please contact the school office and ask to speak to a Learning Mentor.	Explain to a teacher, member of the office team or Senior Leader that you wish to make a complaint. The staff member will follow the Complaints Procedure and Policy.
	We aim to respond within **48 HOURS**				We aim to respond within **24 HOURS**				A response will be provided within **15 WORKING DAYS**
	If you feel that your question/concern has not been answered.								
Phase 2	Please contact the school office to book an appointment with the Inclusion Team..	Please contact the school office to book an appointment with a member of the Senior Leadership Team.		Please contact the school office to book an appointment with the SENCO/ Deputy SENCO.	Please contact the school office to book an appointment with an Assistant, Deputy or Head teacher.				
	We aim to respond within **48 HOURS**				We aim to respond within **24 HOURS**				

* All response times do not include weekends or during holidays.

I have a safeguarding concern

Ask to speak with a member of the Safeguarding Team either in person or by contacting the school office.

School Contact Details
Telephone: 0151 4778630
SMS Text: 07860 097222
Email: northwood.primary@knowsley.gov.uk