

## Who should I contact?

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's class teacher
My child's wellbeing/pastoral support	<p>Your child's class teacher or a member of the Pastoral Team, in person or request a phone call via the school office.</p> <p><b>Infants</b> 02392 378890 or <a href="mailto:inbox@courtlaneinfant.chimat.uk">inbox@courtlaneinfant.chimat.uk</a>  <b>Juniors</b> 02392 375444 or <a href="mailto:admin@courtlanejunior.chimat.uk">admin@courtlanejunior.chimat.uk</a></p>
School trips	<p>The school offices</p> <p><b>Infants</b> 02392 378890 or <a href="mailto:inbox@courtlaneinfant.chimat.uk">inbox@courtlaneinfant.chimat.uk</a>  <b>Juniors</b> 02392 375444 or <a href="mailto:admin@courtlanejunior.chimat.uk">admin@courtlanejunior.chimat.uk</a></p>
Uniform/lost and found	<p>The school offices</p> <p><b>Infants</b> 02392 378890 or <a href="mailto:inbox@courtlaneinfant.chimat.uk">inbox@courtlaneinfant.chimat.uk</a>  <b>Juniors</b> 02392 375444 or <a href="mailto:admin@courtlanejunior.chimat.uk">admin@courtlanejunior.chimat.uk</a></p>
Attendance and absence requests	<p>If you need to report your child's absence, call or email school offices or report the absence on the Arbor Parent App or Portal.</p> <p><b>Infants</b> 02392 378890 or <a href="mailto:inbox@courtlaneinfant.chimat.uk">inbox@courtlaneinfant.chimat.uk</a>  <b>Juniors</b> 02392 375444 or <a href="mailto:admin@courtlanejunior.chimat.uk">admin@courtlanejunior.chimat.uk</a></p> <p>If you need to request approval for term-time absence, complete a leave of absence request form via the website (or collect in person from the school office).</p>
School events/the school calendar	<p>The school offices</p> <p><b>Infants</b> 02392 378890 or <a href="mailto:inbox@courtlaneinfant.chimat.uk">inbox@courtlaneinfant.chimat.uk</a>  <b>Juniors</b> 02392 375444 or <a href="mailto:admin@courtlanejunior.chimat.uk">admin@courtlanejunior.chimat.uk</a></p>
Special educational needs (SEN)	<p><b>Infants</b>            FAO: Mrs A Ventham, SENCO Tel 023 92 378890  <a href="mailto:inbox@courtlaneinfant.chimat.uk">inbox@courtlaneinfant.chimat.uk</a></p> <p><b>Juniors</b>            FAO: Mrs E Carter, SEND leader Tel 023 92 375444  <a href="mailto:admin@courtlanejnr.co.uk">admin@courtlanejnr.co.uk</a></p>
Before and after-school clubs	<p>The school offices</p> <p><b>Infants</b> 02392 378890 or <a href="mailto:inbox@courtlaneinfant.chimat.uk">inbox@courtlaneinfant.chimat.uk</a>  <b>Juniors</b> 02392 375444 or <a href="mailto:admin@courtlanejunior.chimat.uk">admin@courtlanejunior.chimat.uk</a></p>
Hiring the school premises	FAO: Mr M Stedman, Business Manager

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
	Tel 023 92 375444 <a href="mailto:admin@courtlanejunior.chimat.uk">admin@courtlanejunior.chimat.uk</a>
PTA	CLACA Committee Members Via their Facebook <a href="#">page</a> or by email <a href="mailto:clacommunityassociation@gmail.com">clacommunityassociation@gmail.com</a>
Governing board	FAO: Chair of Governors <a href="mailto:ClerkofCLA@courtlanejunior.chimat.uk">ClerkofCLA@courtlanejunior.chimat.uk</a>
Catering/meals	Caterlink via the school offices <b>Infants</b> 02392 378890 or <a href="mailto:inbox@courtlaneinfant.chimat.uk">inbox@courtlaneinfant.chimat.uk</a> <b>Juniors</b> 02392 375444 or <a href="mailto:admin@courtlanejunior.chimat.uk">admin@courtlanejunior.chimat.uk</a>

If you have questions about any of the topics in the table below, or would like to speak to a member of staff:

Email or call the school office on:

**Infants** 02392 378890 or [inbox@courtlaneinfant.chimat.uk](mailto:inbox@courtlaneinfant.chimat.uk)

**Juniors** 02392 375444 or [admin@courtlanejunior.chimat.uk](mailto:admin@courtlanejunior.chimat.uk)

We will forward your request on to the relevant member of staff

**Remember:** check our website first, much of the information you need is posted there.

We aim to acknowledge all emails sent to these addresses within one working day, and to respond in full (or arrange a meeting or phone call if appropriate) within five working days.

## Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy which is available on the school website.