

# WHO TO CONTACT

There will be times when you need to contact school. Should you have an issue or concern that relates to your child, please don't hesitate to approach the school directly. The first point of contact will usually be your child's class teacher. It's in everybody's best interests that any issues are resolved as quickly as possible. This guidance is designed to help you handle concerns quickly and confidently by directing you to the person in school who is best-placed to help. Our full complaints policy and procedure are also available on our website. This document is designed to be an 'at a glance' contact list.



## For matters pertaining to:

- Pupil absence
- Dates / times for school events
- Payments to school
- General non-urgent queries



## Please Contact the School Office:



01254 201054



office@feniscowles.blackburn.sch.uk



Feniscowles Primary School  
Livsey Branch Road  
Blackburn  
BB2 5EG

## For matters pertaining to:

- Class-based concerns
- Your child's learning
- Your child's general well-being



## Please Contact your child's Class Teacher:



In the first instance, we encourage short conversations at the start and end of the day where possible. For matters which require a more in-depth conversation, please call the school office on the number above to arrange for the class teacher to call you back.



A full list of class teacher emails are available below.

## For matters pertaining to:

- Any ongoing matters that you have raised previously with the class teacher but you feel have not yet been resolved.
- Concerns regarding the adults who work with your child.



## Please Contact our Key Stage Leaders



If your child is in year 6, 5, 4 or 3, please speak to Gabrielle Cooper.  
gabrielle.cooper@feniscowles.blackburn.sch.uk



If your child is in EYFS, year 1 or year 2 please speak to Rebecca Shaw.  
r.shaw@feniscowles.blackburn.sch.uk

**For matters pertaining to:**

- Special Educational Needs



**Please Contact our SEND Coordinator**  
**Bianca Cerami**



01254 201054



SENCO@feniscowles.blackburn.sch.uk

**For matters pertaining to:**

- Any ongoing matters that you have raised previously with the class teacher and Key Stage leaders but you feel have not yet been resolved
- If the matter is regarding one of the members of staff mentioned above
- Feedback about the school: negative or positive.



**Please Contact our Deputy Headteacher**  
**Carley Dootson**



01254 201054



deputyhead@feniscowles.blackburn.sch.uk



FAO: Miss Dootson  
Feniscowles Primary School  
Livsey Branch Road  
Blackburn  
BB2 5EG

**For matters pertaining to:**

- Any long-term matters that you have raised previously via the above channels but you feel have not yet been resolved successfully or you are dissatisfied with the outcome.
- If the matter is regarding one of the members of staff mentioned above
- Safeguarding concerns where children are at risk of immediate harm
- Serious and urgent queries



**Please contact our Headteacher**  
**Rob Andrew**



01254 201054



head@feniscowles.blackburn.sch.uk



FAO: Mr Andrew  
Feniscowles Primary School  
Livsey Branch Road  
Blackburn  
BB2 5EG