



Proactive Communications the Newark Way

Updated September 2024

Positive and open relationships are important and key to our success at Newark Primary. We follow the Inverclyde Council Relationships and Anti-Bullying Policies. We are an attachment and trauma sensitive, communication friendly school who embraces diversity and inclusivity.

We are always keen to ensure that parents are aware of how we would prefer to handle situations when things maybe haven't gone as any of us would have liked. Our initial hope is that we can resolve matters swiftly and informally. In the first instance, and where appropriate, we would ask that you contact the member of staff concerned, which would normally be the **class teacher**.

However, there may be occasions when the matter needs to be drawn to the attention of the **Depute Head Teachers Mrs Lisa McGroarty (P5-7 lead)** or **Mrs Gillian Chalmers (P1-4 lead)**. Please get in touch with them via the main office on 01475 715600 or by the school office email office@newarkprimary.inverclyde.sch.uk

Ultimately, if you remain dissatisfied, please get in touch with the **Head Teacher, Mrs Lauren O'Hagan** via the main office.

We would hope that we would be able to resolve any concerns or complaints at school level, however if not, please refer to the council complaints process and contact **Education Headquarters** at: admin.educationhq@inverclyde.gov.uk : [How to make a complaint - Inverclyde Council](#)

Our Vision: **#TogetherWeShine**

Our Values:

- ❖ Empowering young voices
- ❖ Celebrating diversity
- ❖ Creating a brighter future



Our Values: Nurture Enjoyment Welcoming Ambition Respect Kindness