



## Maltby Redwood Academy

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Our ref: RBe/ABi

19 May 2025

Dear Parents/Carers,

At Maltby Redwood, we deeply value the partnership between home and school and firmly believe that working together is the best way to support your child's learning, happiness, and well-being.

If you ever find yourself concerned about any aspect of your child's school experience, we encourage you to speak with us so that we can work together to resolve the issue as quickly and effectively as possible.

### Here is the process to follow if you have a concern:

1. **Speak with your child's class teacher** in the first instance. They know your child best and are usually best placed to address any concerns directly.

Please be mindful when choosing a time to speak to your child's class teacher. The start of the school day, particularly at drop-off, is a busy and sensitive time when our priority is ensuring a smooth transition into school, safeguarding, and supervising the children. If needed, please contact the school office or speak to the teacher at the end of the day to arrange a suitable time for a conversation.

2. If you feel the issue has not been resolved, please **request an appointment with the appropriate Phase Leader:**
  - o **Miss Fazakerley** – Early Years Foundation Stage (EYFS)
  - o **Mrs Pearce** – Key Stage 1 (KS1)
  - o **Miss Brown** – Key Stage 2 (KS2)
3. Should you still feel that you need further support/discussion/clarification after this, please **contact the school office to arrange a phone or face-to-face meeting with Mrs Berry, the Principal.**

We are here to listen, support, and work with you. Please remember that we are all working toward the same goal – the happiness, safety, and success of your child.

Thank you for your continued support.

Yours faithfully

Mrs Berry  
**Principal**

