



Harlow Inspirational Learning Trust (HILT)

Correspondence address for the Trust

The Henry Moore Primary School, Kiln Lane, Harlow, CM17 9LW

Telephone: 01279 427465

Email: admin@henrymoore.essex.sch.uk

Finance Email: finance@henrymoore.essex.sch.uk

Executive Head Teacher: Michael Doughty

Milwards Primary School and Nursery Taking up Issues with The School

Facebook/Social Media

If you have an issue relating to the school, please raise it with us.
Putting things on Facebook/Social Media doesn't help any situation.

Taking up Issues with the School

Normal procedure for taking up issues regarding your child with the school, or with queries is:

1. In the first instance via the class teacher. It is expected that virtually all matters will be dealt with at this level
 - Make an appointment via the school office. Office staff will take brief details and someone will get back to you either to discuss the issue on the telephone or to make a mutually convenient appointment time.
 - Do not 'catch' the teacher at the classroom door for a conversation either before or after school-it is not appropriate for many reasons.
 - Please do not expect an immediate response-e.g. same day. The school often needs to make investigations before a response can be made. This may take a few days.
2. If matters are not resolved to everyone's satisfaction after a series of meetings, the matter **might**, (though not necessarily) go to the Year Group Lead/Key Stage Manager.
3. If still not resolved after a series of meetings, the matter might, (though not necessarily) go to the Deputy Head.
4. Only if this procedure has been followed and matters not resolved after a series of meetings, the matter might (though not necessarily) be taken to the Head Teacher.

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www.henrymoore.essex.sch.uk



Milwards Primary School & Nursery
Paringdon Road
Harlow
CM19 4QX

Telephone: 01279 435850
Email: admin@milwards.essex.sch.uk
www.milwards.essex.sch.uk

It is expected that most matters will be resolved at class teacher level.

Please note that the school will not tolerate aggressive behaviour in any form. Any such behaviour will be met with a firm response such as being banned from the premises which the school has the right to do.

The Executive Head Teacher/Head/Deputy/Assistant Head Teacher or any other member of staff are not, and cannot be available on demand. The route for raising issues is outlined below.

Please find the 2025-2026 school management structure below.

HILT Executive Head Teacher-Mr Michael Doughty



Milwards Primary School and Nursery
Head Teacher Mr Michael Doughty
Deputy Head Teacher Ms Samantha Hurley HILT Lead Practitioner for SEND (SENCo) Mrs Sarah Scott
Phase Leaders KS1 Mr Jed Smith Lower KS2 Ms Rachael Alcock Upper KS2 Mrs Fiona Gomes
Class Teachers YR- Ms Samantha Hurley Y1- Miss Caty Elwes Y2-Mr Jed Smith Y3-Miss Emily Taylor/ Mrs Abbey Grant Y4- Miss Rachael Alcock Y5- Mrs Jenny Tucker Y6-Mr Sean Huggett Additional Teacher – Mrs Fiona Gomes

Owing to the many pressures and commitments in schools, it may take a few days to set up a meeting, but we will contact you as soon as possible with a time and date.