



School Communication Flowchart

As a school, we value the communication that we have with our parents and the support that it provides in developing our pupils. The flowchart below has been designed to support effective communication between school and our families. It is a tiered approach which aims to support both parents and staff and allow the opportunity to resolve issues efficiently and effectively. We endeavour to deal with any queries or concerns as quickly as and effectively as possible. However, there are occasions where staff roles determine that immediate correspondence is not possible, but please be reassured that they will get back to you within a realistic timeframe.

Tier 1		
Tier 1 should always be used as the first point of contact between families and school. The table below clarifies whether the communication requires the attention of your child's class teacher or if the school office is more appropriate.		
	Class Teacher	Office Staff
	The following queries are to be raised with your child's class teacher in the first instance: School events information (please check online calendar first) Home learning queries Learning concerns Behaviour issues/ concerns Home/pastoral/ friendship concerns Reply slips, letters and payments should be delivered via your child, who will need to give them to the class teacher to deliver to the Office (or they can be delivered directly to the Office)	The following queries can be dealt with directly through the Office (either by email, phone or in person): Last minute school events information/ changes to usual school day (please check online calendar first) Reporting an absence Appointments Payment enquiries Medication/injuries Breakfast Club/ School Meal payments Trip payments School Uniform Club issues e.g. spaces at a club or cancellation
Tier 1		

Teachers are available most days after school and appointments can be made by contacting the School Office (by email, phone or in person) or by writing a note.

We appreciate that these lists are not exhaustive. If you are unsure of who to contact to help deal with your issue/ concern, please contact the School Office in the first instance – 01206 822889; they will take some details from you and arrange for the most suitable person to get back to you.

If the matter is urgent, please contact the Office and they will get a message to teacher at the earliest possible convenience.



Tier 2

If further support is required, the following members of staff are available to support in the specific areas as detailed below, either a teacher, a parent or a combination of the two can request a conversation/ meeting with the member of staff most closely related to the nature of the concern. Again, these requests can be made through the School Office or via the teacher with whom the original concern was raised.

Tier 2	Mrs Blunden (FS/ Key Stage 1 Leader)	Mrs Trapp (Key Stage 2 Leader)	Mrs Cleavelly (SENCo)
	Escalated teaching and learning concerns Initial complaints re. teaching and learning in Key Stage 1	Escalated teaching and learning concerns Initial complaints re. teaching and learning in Key Stage 2	Ongoing SEND Correspondence Escalated SEND concerns Initial complaints re. SEND concerns/ practice



Tier 3

Having followed this flow chart through Tier 1 and Tier 2, if a matter needs further attention, it can be brought to the Headteacher or Deputy Headteacher. This can be organised through the School Office or in collaboration with the member of staff currently dealing with the query.

Tier 3	Mr MacDonald/ Mrs Blunden (Headteacher/ Deputy Headteacher)
	In addition to concerns escalated through Tier 1 and 2, the following queries can be raised directly with the Headteacher or Deputy Headteacher: Issues which relate to Safeguarding concerns Issues regarding significant poor behaviour outside of school



Tier 4

Whilst we would hope that we are able to resolve any matters through the escalation of Tiers 1 to 3, if the unfortunate situation arises where you are still not satisfied that your concerns have been successfully resolved, our Chair of governors, Mrs Polly Lewis, is available for further support.

Tier 4	Mrs Polly Lewis (Chair of Governors)
	To contact Mrs Lewis directly, you need to write a letter, care of the School Office, marked as private and confidential. You will need to refer to the School Complaints Procedure which can be found on our School Website: http://www.elmsteadprimary.com/about-our-school/school-policies

If you would like to compliment the school team, then please feel free to send an email directly to the admin@elmstead.essex.sch.uk email address.