

COMMUNICATION



When dealing with queries and concerns raised by parents and carers we have a set of procedures which we follow to ensure that we are best able to support you.

- The school office is always the first point of contact for parents and more often than not most queries and concerns can be resolved immediately by the office staff.
- If you have a message, query or question for your child's teacher, you can write a note in your child's 'reading record', write a letter or you can talk with the office staff who will pass on a message for you. Teachers will not be available to talk to parents before school. They will be available after school on an appointment only basis – you can arrange this via the office or use the 'reading record' as a method of communication. Please note that the office staff will ask you the nature of your query/concern before any appointment is made so that the teacher can make appropriate enquiries before seeing you if necessary.
- If you feel that your concern has not been dealt with effectively, you may book an appointment to meet with myself, the Headteacher. However, this will not be possible unless you have spoken to your child's teacher first.
- Many requests for appointments seem to be about children spending time in the Reflection Room. We have a Reflection Room at lunchtime and it is a chance for pupils to reflect on their behaviour, and talk about it, to a member of the Senior Leadership Team. The behaviour may have occurred that day, or the previous day, and the purpose of time spent in the Reflection Room is to give pupils support and strategies to better manage their own behaviour.
- All of our teachers do a duty, on a rota basis, at the end of the school day by the exit doors, so if you wanted a quick word, this would be an ideal time to see them.
- We hold Parents' Evenings twice per year and these are an opportunity to see the class teacher to discuss your child's progress and also for you to visit the classroom to look at his/her work. Parents' Evening appointments are booked via our parent app – School Ping.

We hope the above points have helped you understand some of our general procedures and would take this opportunity of reminding you that all of our school policies can be found on the school website, so do please familiarise yourself with them.