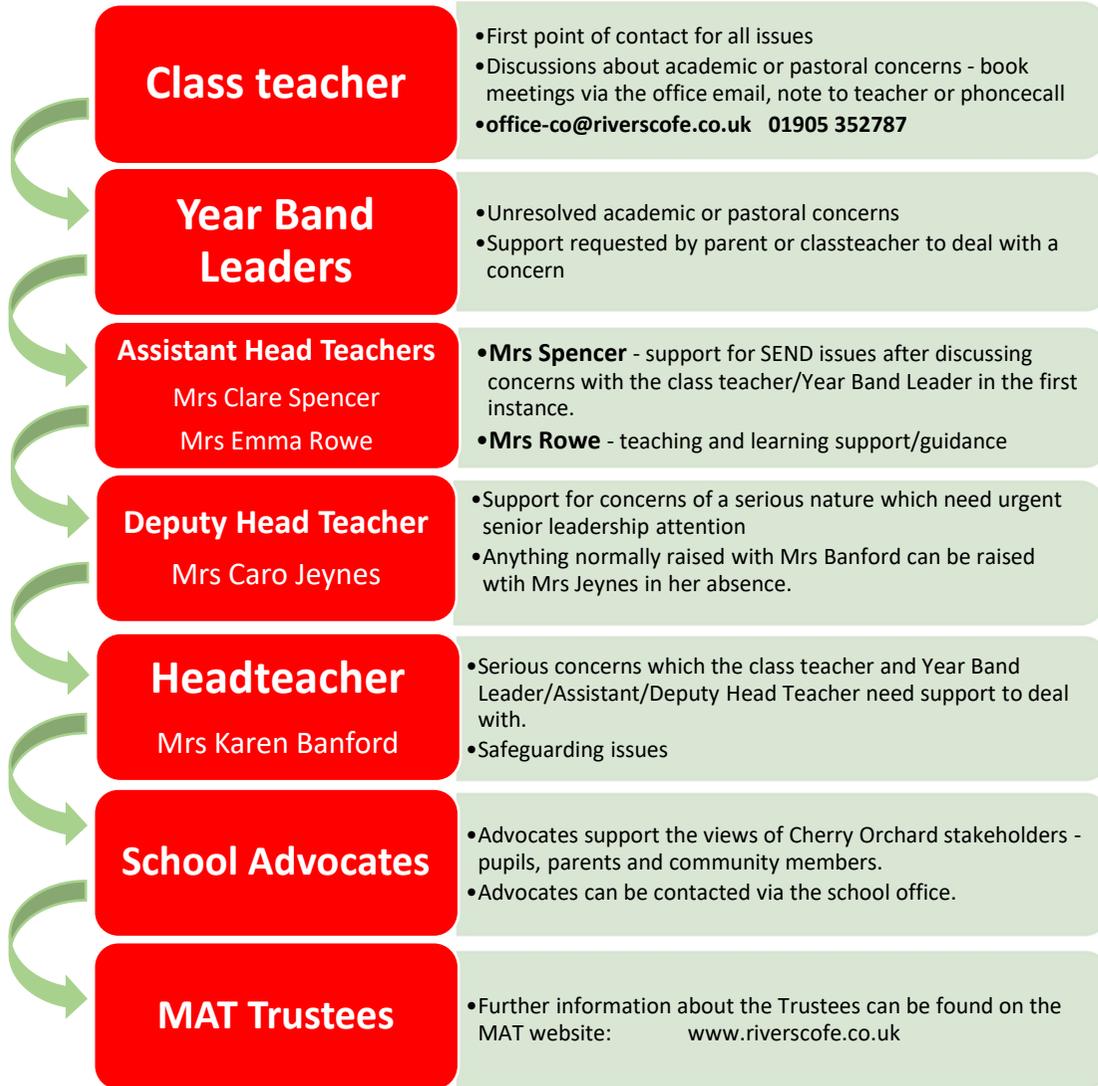




School Communication Routes



As a school, we value the communication that we have with our parents and carers, and the support that it provides in developing our pupils. The charts below are designed to support effective communication between school and our families and allow the opportunity to resolve issues efficiently. We endeavour to deal with any queries or concerns as quickly and effectively as possible. There are occasions where staff roles determine that immediate correspondence is not possible but please be assured that they will get back to you.



Communication Methods

Parental notes via school bag/comms book - very simple and replies can easily be sent back via your child.

Phone messages to the school office between **8:30am and 4pm**. This is the best route for all **URGENT** messages.

Emails for the attention of a staff member to be directed to their email. **DO NOT** use for urgent messages. Replies will be actioned within 48 hours.

'Ad-hoc appointments' can sometimes be arranged at short notice but this should not be relied upon due to the commitments staff have before/after school each day.

Staff are on duty before/after school, so please, when possible, pre-book appointments 24 hours in advance.

Phone calls home can be requested. Staff can phone you back at a pre-arranged, non-teaching time to suit.

We also have our weekly school newsletters and termly curriculum letters sent by email / on our website.