

## School Communication Flowchart

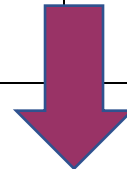
As a school, we value the communication that we have with our parents and the support that it provides in developing our pupils. The flowchart below has been designed to support effective communication between school and our families. It is a tiered approach which aims to support both parents and staff and allow the opportunity to resolve issues efficiently and effectively. We endeavour to deal with any queries or concerns as quickly 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.

<b>Tier 1</b>		
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 the more appropriate.		
	<b>Class Teacher</b>	<b>Office Staff</b>
<b>Tier 1</b>	<p><b>The following queries are to be raised with your child's class teacher in the first instance.</b></p> <ul style="list-style-type: none"> <li>School events information (please check online calendar first)</li> <li>Home learning queries</li> <li>Behaviour issues/concerns</li> <li>Learning concerns</li> <li>Home/pastoral/friendship concerns</li> </ul> <p>Reply slips, letters and payments can be delivered via your child, who will need to place them in the register box, which is then delivered to the office. Alternatively payments can be made online via School Money</p>	<p><b>The following queries can be dealt with directly through the office (either by email, phone or in person).</b></p> <ul style="list-style-type: none"> <li>Last-minute school events information/changes to usual school day (please check online calendar first)</li> <li>Reporting an absence</li> <li>Requesting a leave of absence</li> <li>Club issues e.g. spaces at a club or cancellation</li> <li>Payment queries</li> <li>Medication/injuries</li> <li>Appointments</li> </ul>

Teachers are available most days after school and appointments can be made by contacting the school office (by email, phone or in person)

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

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; they will take some details from you and arrange for the most suitable person to get back to you.



# PADDOX PRIMARY SCHOOL

## Tier 2

If further support is required, the following Senior Leader Team (SLT) members are available to support in their specific areas as detailed below. Either a teacher, a parent or a combination of the two can request a conversation/meeting with the SLT member 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.

	<b>Mr Bulloch (Deputy Headteacher)</b>	<b>Miss Heathfield (KS1), Mrs Pearson (KS2) and Miss Teixeira (EYFS &amp; Brambles) (Assistant Headteacher)</b>	<b>Miss Kettle (SENCO)</b>	<b>Mrs Clarke Pastoral Care Manager</b>
<b>Tier 2</b>	Escalated teaching and learning concerns Initial complaints re. teaching and learning	Escalated behaviour concerns Initial complaints re. behaviour Ongoing behaviour correspondence	Escalated SEND concerns Initial complaints re. SEND concerns/practice Ongoing SEND correspondence	Escalated pastoral and ongoing care concerns Friendship issues/concerns



## Tier 3

Having followed this flowchart through Tier 1 and Tier 2, if a matter needs further attention, it can be brought to the Headteacher. Again this can be organised through the office or in collaboration with the member of SLT currently dealing with the query.

**Mr Bulloch  
(Deputy Headteacher)**

<b>Tier 3</b>	In addition to concerns escalated through Tier 1 and 2, the following queries can be raised directly with the Deputy headteacher. <ul style="list-style-type: none"> <li>Issues which relate to significant behaviour issues i.e. exclusion</li> </ul>
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## Tier 4

Having followed this flowchart through Tier 1, 2 and Tier 3, if a matter needs further attention, it can be brought to the Headteacher. Again this can be organised through the office or in collaboration with the member of SLT currently dealing with the query.

**Mrs Le Poidevin  
(Headteacher)**

Tier 4

- In addition to concerns escalated through Tier 1, 2 and 3, the following queries can be raised directly with the headteacher.
- Issues which relate to Safeguarding concerns (or another Designated Safeguarding Lead in his absence)
  - Requests for school appeals or reference requests can be made directly to the headteacher via the office.
- NB. Anything that would normally be raised with Mrs Le Poidevin can be raised with Mr Bulloch in her absence.



## Tier 5

Whilst we would hope that we are able to resolve any matters through the escalation of Tiers 1 to 4, if the unfortunate situation arises where you are still not satisfied that your concerns have been successfully resolved, our Chair of Governors, Mrs Jan Halstead, is available to offer further support.

**Mrs J Halstead  
(Chair of Governors)**

Tier 5

To contact Mrs Halstead directly, you need to access the appropriate form which is attached to our school's complaints policy. This is available to download from our school website. Alternatively, a printed copy can be obtained from the school office.