



## Communication Protocols

Sawley Junior School recognises the importance of clear and effective communication with all our families and is committed to being open and accessible for all who have an interest in the school.

We provide a variety of opportunities for you to keep in touch with us and share your child's learning through:

- 2x Formal Open Evenings with the class teacher
- Class Assembly
- End of Year Reports
- Open Mornings/Afternoons
- Christmas/Easter Cafes
- The school website
- Class Dojo
- Various other activities

We encourage parents/carers to come and talk with us about any issues or concerns that may arise. There are a variety of reasons you may wish to talk with us, for example: -

- a learning concern
- to make us aware of a change in family circumstances
- friendship issues

**Your child's class teacher is always the first person to contact**, these are the staff that know your child best.

You can:-

- message the teacher on Class Dojo
- request an appointment with the class teacher by calling the school office

**If you wish to speak with the class teacher**, please inform our admin team Mrs Whitmore or Mrs Morrison at the Main Entrance – the school office is available from 8.15am to 3.45pm. They will either: -

- make an appointment for you with the class teacher
- offer you a telephone call back from the class teacher
- they may ask you if it would be appropriate for you to send a message to the class teacher

Unless it is urgent, your child's class teacher can meet with you at the **end of a school day** rather than the beginning as we like to make a prompt start to our morning learning.

If you would like to speak with a member of staff for more than a few minutes it is always best to make an appointment. We aim to meet with parents/carers as soon as possible after the request is made.

**If you have an urgent message** for your child's teacher, it is best to: -

- Speak to the office who will pass on the message for you
- Tell a member of morning duty staff on the entrance doors
- Please do not use ClassDojo for urgent messages as these may not be seen in time



## **You have met with the class teacher and feel your concern has not been resolved – what should you do?**

If having met with the class teacher you feel your concern/issue has not been satisfactorily resolved you may request (or will be offered) a meeting with the Phase Leader. Phase Leaders are part of the school's Senior Leadership Team.

The Phase Leader will:

- Confirm that the class teacher has taken the correct course of action;
- Consider if there may be an alternative resolution;
- Refer your concern to either the Headteacher or Head of School who will then contact you to make an appointment.

The Phase Leader for Year 3 and Year 4 is Mrs Manning.

The Phase Leader for year 5 and Year 6 is Mr Tye.

### **Sharing Medical Information**

Our TAs are all trained First Aiders and are always around in the morning from 8.45am if you need to talk about a medical concern. They will then ensure the information is shared with the appropriate staff. Please make this request with the admin team at the Main Entrance.

### **When to see the Headteacher directly:**

Mrs N Sisson – Headteacher

There may be an occasion where it would be appropriate to speak directly with these senior leaders:

- You have a concern of a Safeguarding or Child Protection nature;
- There are family circumstances that have invoked legal intervention;
- You are concerned regarding the conduct of a member of school staff;
- You are concerned regarding the conduct of another parent;
- You wish to report an incident involving your child or another child outside of school.

**Please note:** When requesting an appointment with the Headteacher or Head of School, please be prepared to share your reason for an appointment with the admin team who will treat your request confidentially. It maybe that that they will refer your request to the class teacher in line with this protocol.

**For any contact with members of staff, please use the Main Entrance.** We discourage parents from using the corridor exit doors for Safeguarding reasons.

**Our school vision encourages 'Respect for All'.**

**When you get in touch with us, we aim to be helpful and friendly, polite and courteous.**

**Please treat our employees with the same respect and courtesy.**