

Home/School Communication

To ensure that the school continues to develop its practice(s) and parents/carers speak with the most relevant member of staff to outline their queries/concerns the school has adopted the following communication protocol. It is hoped that by following the below system the school can continue to operate its open door policy and meet the needs of all our parents/carers.

Issues/Concerns

Stage 1

Parent/Carer raises a query/concern with class staff.



A meeting is quickly convened between the teacher and parents/carers.



If query or concern is remedied no further action is needed.



Stage 2

If a resolution is not achieved then a subsequent meeting is convened with key stage/phase leader, teacher and parents/carers.



If query/concern is remedied no further action is needed.



Stage 3

If a resolution is not achieved then key stage/phase leader to communicate concerns in writing to:

Assistant Head Teacher (AHT)
If concerns are related to learning

Deputy Head Teacher (DHT)
If concerns are related to
pastoral issues, Child Protection
or attendance



A meeting is convened between parents/carers, AHT/DHT and relevant teacher.



If query/concern is remedied no further action is needed.



Stage 4

If a resolution is not achieved then AHT/DHT is to advise HT and a subsequent meeting is arranged between the relevant staff, parents/carers and HT.



AHT/DHT passes all written records and concerns to the HT along with a chronology of events.



Finally if a resolution is not achieved between parents/carers and HT, a written complaint is received by HT and Stage 1 of school's complaint procedures is activated.