



Communication Flowchart

At Thorpe Lea Primary School & Nursery, we value the importance of effective communication with our families and the support it provides in developing our pupils. The flowchart below is designed to support effective communication and provide clarity when you need to contact the school. This tiered approach aims to support both families and staff, and allow opportunities to resolve any concerns efficiently and effectively.

Tier 1			
This is the first point of contact between families and the school. The table below clarified whether the communication requires the attention of your child’s class teacher or if the school office is more appropriate. Teachers are available most days before and after school and appointments can be made in person, via the school office or using Studybugs.			
Class Teacher		School Office	
<ul style="list-style-type: none"> - Home-learning queries - Behaviour issues/concerns - Learning & academic progress queries - Home/pastoral/friendship concerns - School trips 		<ul style="list-style-type: none"> - School events information/ changes to usual school day (please check diary dates first) - Reporting an absence / attendance queries - After school clubs & breakfast club - Payment queries - Medication/injuries/appointments - School meal queries - School trips 	
Tier 2			
If further support is required, the following members of the leadership team are available to support. This can be organised through the school office, or in collaboration with the teacher currently dealing with the query.			
SENDCo	Deputy Headteacher/ KS1 Standards Leader	KS2 Standards Leader	Safeguarding Team
Miss Mazzaschi	Miss Mazzaschi	Mr Turner	Mr Collin Miss Mazzaschi Mrs Hall Miss Day (School Business Manager)
<ul style="list-style-type: none"> - Escalated SEND concerns - Initial complaints re. SEND concerns or practice - Ongoing SEND correspondence - Parent and family support - Pastoral Care 	<ul style="list-style-type: none"> - Escalated behaviour concerns - Initial complaints re. behaviour. - Ongoing behaviour correspondence - Attendance 	<ul style="list-style-type: none"> - Escalated behaviour concerns - Initial complaints re. behaviour. - Ongoing behaviour correspondence - Attendance 	<p style="text-align: center;"><i>If you have a safeguarding concern regarding a child, please contact one of the safeguarding team via the school office or Studybugs. Please let them know it is a safeguarding concern so that it can be prioritised.</i></p>

Tier 3

Having followed Tier 1 and 2, if a matter needs further attention, it can be brought to the Deputy Headteacher. This can be organised through the school office or in collaboration with the member of the leadership team currently dealing with the query.

Deputy Headteacher

Miss Mazzaschi

Any escalated concerns can be raised with the DHT.

Tier 4

Having followed Tier 1-3, if a matter needs further attention, it can be brought to the Headteacher. This can be organised through the school office or in collaboration with the member of the leadership team dealing with the query.

Headteacher

Mr Collin

In addition to concerns escalated through Tiers 1 -3, the following queries can be raised directly with the Headteacher. Before requesting an appointment, please ensure that you have followed the steps in this flowchart.

- 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 Mr Collin can be raised with Miss Mazzaschi in his absence.

Tier 5

Having followed Tiers 1-4, if the unfortunate situation arises where you are still not satisfied that your concerns have been successfully resolved, our Chair of Governors is available to offer further support.

Chair of Governors

Mrs C Wright

To contact Mrs Wright directly, please access our school's complaint policy via the school website. Alternatively, a printed copy can be obtained from the school office.

Guidelines for Parent and Staff Communication

The purpose of this document is to serve as a general guide for ensuring effective communication between all stakeholders at Thorpe Lea Primary School & Nursery. Communication refers to both the sending and receiving of information, such as email and notes, and verbal communications such as telephone conversations and face-to-face meetings. In order to ensure a successful exchange of information, it is important that all parties follow a few key principles. These principles have been outlined below:

- Maintain respectful and open communication
- Always use a respectful and polite tone
- Request - don't demand
- Be ready not just to provide information, but to listen to the teacher/staff member's observations and perspectives
- Enter the exchange with an open mind and assume a shared best interest for your child
- Be prepared to work collaboratively to solve problems
- Threats and/or inappropriate language will not be tolerated toward staff members
- Please follow the steps outlined in this document when raising concerns with the school and do not direct complaints or grievances towards other parents.

Improper or inappropriate conduct may result in a ban from entering the school premises.

Confidentiality - Recognise that confidentiality may limit information that can be shared from school to parents, including consequences for other pupils' behaviours.

Time to Respond to Communication - Teachers will make every effort to respond as soon as possible to parent communications, with the understanding that the teaching day sometimes precludes immediate responses. All concerns will be responded to within 48 hours. Be mindful that teachers and staff may need some time to collect needed information before responding.

