



Headteacher  
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## Parent Communication Flowchart

Dear Parent / Carers,

As a school we have a complete commitment to establishing the most effective communication with parents and to providing as many opportunities as possible for us to work in partnership. A successful partnership between home and school is key to ensuring success for all learners.

We appreciate that, from time to time, a parent/carer may have a problem, concern or query about some aspect of their child's education or experience in school. We also recognise that despite our best efforts, misunderstandings can arise and mistakes can be made. The Governors and staff want parents/carers to feel confident that they can voice their concerns and that those concerns will be swiftly addressed. Our aims are always to arrive at a resolution that is in the best interests of the pupil and takes into account the educational needs and interests of all pupils at the school.

We know that when parents have a concern that relates to their child at school, whether it's pastoral, curriculum or staffing in nature, they often feel the best way forward is to ask to see the Head or Deputy Head. In our experience, many of these concerns can often be most quickly answered and resolved by talking directly with the staff member closest to the situation. Therefore the main line of communication for a parent/carer is through their child's class teacher or Tracy Roe as our Parental Involvement Worker, who will be able to respond to the majority of concerns without parents/carers feeling the need to take them further.

The flowchart on the back of this letter shows the steps that parents / carers should follow to discuss any aspect of school. Parent/carers should contact the office to arrange a mutually convenient time to meet with either the class teacher or Tracy Roe outside teaching hours, usually after school for teachers or at the start of the day for Tracy Roe. As you move further along the flowchart, staff are less directly involved and usually need additional time to research the situation before they can give you an answer.

Please note that compliments or acknowledgements of positive events can also be directed to everyone along the chain. All of us appreciate hearing that there is something good that has happened. We all look forward to a wonderful school year with improved lines of communication.

Yours sincerely

Mrs Helen Thompson

Headteacher