



## 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.

Please visit our website <https://abbotsfarm.co.uk/> in the first instance for information regarding [diary dates](#), to see past [newsletters](#) and view [school lunch menus](#). All these underlined options above are clickable links that will take you straight to the page you need.

### Tier 1

Tier 1 should always be used as the first point of contact between families and school.

Class Teacher	Children and Families Team	Office Staff
<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>Home learning queries</li> <li>Behaviour issues/concerns</li> <li>Learning concerns including initial SEN queries</li> <li>Home/pastoral/friendship concerns</li> </ul> <p><b>To speak with the class teacher, you can:</b></p> <ul style="list-style-type: none"> <li>-See them on the playground at the end of the day</li> <li>-Email them via <a href="mailto:admin2421@welearn365.com">admin2421@welearn365.com</a> and the office staff will forward this on to the teacher</li> <li>-Call the office and leave a message with them to pass on to the teacher</li> <li>- non-urgent general queries (<b>but not concerns/behaviour or safeguarding issues</b>) can also be sent via messages on Seesaw but these will not be responded to instantly</li> </ul>	<p>Need to talk?</p> <p><b>While teachers cannot always get back to you straight away, Mrs Smythe or Miss Ingle are available to chat during the day.</b></p> <p>They are here to support not only the children in school but also those other very important people in their lives – you, their parents!</p> <ul style="list-style-type: none"> <li>Behaviour concerns at home</li> <li>Personal worries (you or your child)</li> <li>Pastoral concerns</li> <li>Mental Health concerns</li> <li>Friendship worries</li> </ul> <p><b>You can call them via the school office or email them on <a href="mailto:pastoral2421@welearn365.com">pastoral2421@welearn365.com</a></b></p>	<p><b>The following queries can be dealt with directly through the office (preferably by email <a href="mailto:admin2421@welearn365.com">admin2421@welearn365.com</a> but also by phone or in person).</b></p> <ul style="list-style-type: none"> <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>Kidzone enquiries</li> <li>Payment queries</li> <li>Medication/injuries</li> <li>Appointments</li> </ul>

**If a matter is urgent, please call the office and they will get a message to the teacher or another suitable member of staff as soon as possible.**

**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.**

**When contacting the office, Mrs Bull or Mrs Bowcutt will ask you for some information to enable them to contact the relevant person and give an appropriate timescale for response. Please share enough information with the office staff to support them with this.**

## Tier 2

If further support is required, members of SLT 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. There is also a **dedicated email for SEN related queries**.

If the relevant member of leadership is not available, the office may put you in touch with another member of the team to take your query in the first instance.

	<b>Mr Corbett (Deputy Headteacher)</b>	<b>Mrs Watson-Tate (Assistant Headteacher)</b>
<b>Tier 2</b>	General queries or concerns Teaching and Learning Curriculum Safeguarding	Behaviour, Welfare and Inclusion Children Looked After Safeguarding Special Educational Needs (Please use this dedicated email for anything SEN related <a href="mailto:senco2421@welearn365.com">senco2421@welearn365.com</a> )



## 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.

	<b>Mrs Webb (Headteacher)</b>
<b>Tier 3</b>	In addition to concerns escalated through Tier 1 and 2, the following queries can be raised directly with the headteacher. <ul style="list-style-type: none"><li>• Issues which relate to Safeguarding concerns (or another Designated Safeguarding Lead in her absence)</li><li>• Requests for school appeals or reference requests can be made directly to the headteacher via the office.</li></ul> NB. Anything that would normally be raised with Mrs Webb can be raised with Mr Corbett in her absence.