



# St. John's Church of England VA Primary School

*Finding the light in ourselves and each other*

Inspired by the Gospel according to John (chapter 8, verse 12)

## 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 that aims to support both parents and staff and the opportunity to resolve issues efficiently and effectively. We endeavour to deal with any queries or concerns as quickly and as effectively as possible. However, there are occasions where staff roles determine that immediate correspondence is not possible, but please be assured that they will get back to you within the stated timeframe.

Tier 1	
Tier 1 should always be used as the first point of contact between families and school. The table below clarifies whether the communication requires the attention of your child's class teacher or if the school office is more appropriate.	
Class Teacher	Office Staff
<p>The following queries are to be raised with your class teacher in the first instance, either by email to the school office for the attention of the teacher or by speaking to the class teacher directly in the playground at drop off or pick-up:</p> <ul style="list-style-type: none"><li>• Class events information (please check newsletter first)</li><li>• Home learning queries</li><li>• Behaviour issues/concerns</li><li>• Learning concerns</li><li>• Home/pastoral/friendship concerns</li></ul>	<p>The following queries can be dealt with directly through the office – either by email to <a href="mailto:admin@digswell.herts.sch.uk">admin@digswell.herts.sch.uk</a> or by phone:</p> <ul style="list-style-type: none"><li>• School events information/changes to usual school day (please check newsletter first)</li><li>• Reporting an absence</li><li>• Giving or requesting a form (e.g., leave of absence/medication form/breakfast club)</li><li>• Admission queries</li><li>• General school enquiries (e.g., attendance at school clubs or cancellation)</li><li>• Payment enquiries</li><li>• Medication</li><li>• Pupil appointments (e.g., doctors, dentist etc)</li></ul>

If the matter is urgent, please contact the school office and they will get a message to the teacher at the earliest convenience.

We appreciate that these lists are not exhaustive. If you are unsure of who to contact please speak to the school office in the first instance. They will take some details and arrange for the most suitable person to get back to you.





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### Tier 2

If further support is required, the following members of staff are available to support in their specific area as detailed below. Either a teacher, parent or a combination of the two can request a conversation/meeting with the member of staff most closely related to the area of concern. These requests can be made through the school office or via the teacher with whom the original concern was raised.

<b>Leadership Team</b> <b>Mrs Athill: EYFS Lead, Mrs Levy: KS1 Lead, Miss Brady: KS2 Lead</b>	<b>SENCo/Deputy SENCo</b> <b>Mrs de la Croix/Mrs Scott</b>
<ul style="list-style-type: none"> <li>Escalating teaching and learning concerns (which have been raised with class teacher in the first instance)</li> <li>Unresolved home/school issues</li> <li>Unresolved behaviour issues/ concerns</li> </ul>	<ul style="list-style-type: none"> <li>Initial concerns re SEND practice</li> <li>Unresolved SEND concerns</li> <li>Information about SEND external agency referrals</li> <li>Referrals for family support from external agencies</li> </ul>



### 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 or Deputy Headteacher. This can be organised through the office or in collaboration with the member of staff currently dealing with the enquiry

<b>Headteacher/Deputy Headteacher</b> <b>Mr Worton-Geer/Mrs de la Croix</b>
<p>In addition to the concerns escalated through Tier 1 and Tier 2, the following queries can be raised directly with the Headteacher or Deputy Headteacher:</p> <ul style="list-style-type: none"> <li>Issues relating to safeguarding concerns*</li> </ul> <p>*Mr Worton-Geer is the Designated Safeguarding Lead within the school. Mrs de la Croix and Miss Brady are the Deputy Designated Safeguarding Leads.</p>

Whilst we hope that we are able to resolve any matter through the escalation of Tiers 1 to 3, if the unfortunate situation arises where you are still not satisfied that your concern has been successfully resolved then please see our complaints procedure which can be found on the school website.