



A handy guide to effective communication

Good, open and honest communication is vital to successful relationships between school staff, children, parents, carers and the wider community.

What needs communicating?	Who should I inform? Or Where should I find the information?	When should I inform them by?	How should I inform them?	When will I receive a response (where applicable)
Safeguarding concerns such as children in danger	Any member of the teaching staff you feel comfortable speaking to.	As soon as possible	Confidentially and face to face	As necessary however it may not be appropriate to discuss this matter further with you
Information regarding school events such as assembly start times, school trips etc	Emails/ text messages with all details will be sent. Copies of communications will be put on the website weekly.	Within Timelines given	NA	Immediately
Prearranged absences	Class teacher	As soon as possible	Homework diary	Same day
Unexpected absences	Office	Before 8:30 on the day of absence and any other days it is required	Telephone (you may be asked to leave a message)	N/A
Update regarding your child's learning	Class teacher	When applicable	Face to face on the playground at the end of the day or Homework diary or Request an appointment in the homework diary	Same day where possible. As soon as possible if more information needs to be gathered. Appointment made within 5 school days
Change to bus travel arrangements	Class teacher	On the day of travel or before if known	Homework diary	Same day via text/ email
Emergency changes to bus travel arrangements	Office	Before 2:30PM on the day of travel	Email or Telephone	Email – same day Call – N/A
Change to club attendance	Class teacher	On the day of the club or before if known	Homework diary	Same day

We are ACHIEVERS!

We are a COMMUNITY!

We are PROUD!

We are INCLUSIVE!



Emergency change to club attendance	Office	Before 2:30 on the day of the club	Email or telephone	Email – same day Call – N/A
Someone different than normal is collecting your child (including going home with a friend)	Class teacher	On the day of the arrangement or before if known	Homework diary	Same day
General information about your child	Class teacher	When applicable	Homework diary	As soon as possible dependant the information
Personal information regarding your child's health/ wellbeing or family concerns	Class teacher	When applicable	Request a call in the homework diary	As soon as possible the same day
Concerns and issues such as: <ul style="list-style-type: none"> • Friendship issues • Green cards • Orange cards • Playground issues 	Class teacher	When applicable	Face to face on the playground at the end of the day Or Homework diary. If there are repeated concerns anAX appointment will be made.	Same day where possible. As soon as possible where further information is needed to be gathered. Appointments will be set within 5 school days.
Serious concerns Such as: <ul style="list-style-type: none"> • Serious health or family issues, • Serious behaviour issues including Red cards • Inappropriate use of social media • Concerns regarding a member of staff 	Office	When applicable	Email the office with a brief outline of you concern. This will be forwarded to the most appropriate member of staff.	As soon as possible within 3 days.