

Scalford C of E Primary School



Communication Guidelines

These guidelines have been designed to provide information for parents and carers about different ways of communicating with school, and which members of staff are responsible for different aspects of school life.

Scalford C of E Primary School

School Lane, Scalford, Melton Mowbray, Leicestershire LE14 4DT

Headteacher:

Mrs M S Wrightam

website: www.scalford.leics.sch.uk

Telephone/Fax: 01664 444282

e-mail: office@sps.learnat.uk

Some guidelines are suggested by the school, and others are a statutory requirement. These guidelines have been agreed by school leadership, staff, and parents to facilitate the most effective exchange of ideas.

Any issues deemed to be serious and requiring immediate attention should be referred to the Headteacher.

If you believe that an issue has not been resolved satisfactorily, the school

Complaints Policy found on our website should be used as reference.

We will endeavour to respond to all communications regarding pupils in a timely manner. Staff will not always be able to respond immediately due to their other responsibilities in school, but will always try to make contact within 2 working days of the initial communication being received.

Pupils' dignity and privacy will be respected at all times in line with safeguarding guidelines. Staff will not discuss a child with parents of other children unless parental permission has been given and there are exceptional circumstances.

As per our Home School Agreement, issues or complaints should be discussed in a polite and respectful manner by all parties.

Clear communication is essential for maintaining high standards of behaviour in accordance with our Behaviour Policy found on our website.

Communications between School and Parents

Parent & teacher meetings/Parents' Evenings in the Autumn and Spring

Appointments with Teacher or Headteachers

Telephone calls

Emails

Letters or information leaflets -
(please check your child's book bag regularly)

School newsletter sent home via email

Reports are sent home once a year

Workshops throughout the year

School website www.scalford.leics.sch.uk which is updated regularly

Text messages for any urgent notifications

Please contact the school in the following circumstances:

Absence

Please notify the school by phone and not email on the first day of absence by 9.15am. Please keep the school office updated daily.

Special Educational Needs and/or Disability (SEND)

If parents have a query about Special Educational Needs, they should initially discuss with it the class teacher. An appointment can then be made to see the Special Educational Needs Coordinator (SENCO): Mrs Melanie Wrightam.

Change of details

Please let the office know of any changes to contact details, addresses and phone numbers, or a change in family circumstances.

Please let the office know if there is change to the usual parent or carer picking up children.

Guidelines for Communication

Where can you find general information?

New school website
www.scalford.leics.co.uk

Email school office
office@sps.learnat.uk

Telephone school office
01664 444 282

What should you do if you want to discuss your child?

School staff are available at the end of the school day or by appointment.

Your child's class teacher will usually be available at the end of the school day or by appointment.

Please contact the Headteachers if a matter has not been resolved by speaking to a class teacher.

The Governing Body may be contacted if a matter has not been resolved by the Headteachers.

Contact should be made via the school office; Chair of Governors.

What should you do if you have a safeguarding concern ?

Contact Mrs Melanie Wrightam, Designated Safeguarding Lead
or
Miss Tanya Moore, Deputy Safeguarding Lead.

Safeguarding Policy will be followed

Direct Safeguarding Referral Contact Details

First Response Children's Duty

Telephone our First Response Children's Duty Team if you have urgent concerns about a child who needs a social worker or police officer today.