



# The Elms Primary 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 ensure effective communication between school and our families. It is a tiered approach which aims to support both parents and staff and allows us the opportunity to answer questions as efficiently and effectively as possible. We endeavour to deal with any queries or concerns as quickly and effectively as possible within a realistic 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 the school office	
	Tier 1
Class Teacher	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>• Learning concerns</li> <li>• Behaviour issues/concerns</li> <li>• Home/pastoral/friendship concerns (this may then be referred to our Pastoral lead)</li> <li>• Reply slips, letters and payments should be delivered via your child, who will need to hand them to their class teacher, which is then delivered to the office, if necessary.</li> </ul>	<p><b>The following queries can be dealt with directly through the office (either by email, phone or in person).</b></p> <ul style="list-style-type: none"> <li>• School events information/ Last-minute school events information</li> <li>• Changes to usual school day</li> <li>• Reporting an absence</li> <li>• Club issues e.g., spaces at a club or cancellation</li> <li>• Payment queries Medication/injuries</li> <li>• Appointments</li> </ul>

Teachers are available most days after school and appointments can be made by contacting the school office (by email, phone or in person) or by writing a note in your child's planner.

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

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, our communication form will be used to gather enough information to enable our staff to contact the relevant person and give an appropriate timescale for response. This form will be filled in by the parent in person or by the office staff on behalf of the parent if the enquiry is made by phone.

### Tier 2

If further support is required, the following SLT members 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.

<b>Mrs. S McIntosh (Assistant Head/SENCO) Deputy Safeguarding Lead</b>	<b>Mr. J Moore (Curriculum Lead)</b>	<b>Mrs. S Howell (EYFS Lead)</b>
<ul style="list-style-type: none"><li>Escalated behaviour concerns.</li><li>Escalated teaching and learning concerns.</li><li>Escalated SEND concerns/ SEND comms.</li></ul>	<ul style="list-style-type: none"><li>Escalated teaching and learning concerns.</li></ul>	<ul style="list-style-type: none"><li>Escalated concerns linked to the EYFS phase.</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 attention of the Head of School. Again, this can be organised through the office or in collaboration with the member of SLT currently dealing with the query.

**Mr. C Jacques  
(Head of School)  
Designated Safeguarding Lead**

- In addition to concerns escalating through Tier 1 and 2, the following queries can be raised directly with the Head of School.
- Issues which relate to Safeguarding concerns (or any Deputy Designated Safeguarding Leads in her absence)
  - Requests for school appeals or reference requests can be made directly to the Head of School via the office.
- NB. Anything that would normally be raised with Mr. Jacques can be raised with any SLT member in her absence.

### Tier 4

Having followed this flowchart through Tier 1, 2 and 3, if a matter needs further attention, it can be brought to the attention of the Executive Headteacher who is responsible for strategic decisions across both The Elms and Folly View Primary

**Mr. J Rubba  
(Executive Head)**

Any unresolved matters relating to either school.

### Tier 5

Whilst we hope that we are able to resolve any matters through the escalation of Tiers 1 to 4, if the unfortunate situation arises where you are still not satisfied that your concerns have been successfully resolved, our Chair of Governors, Mrs. Pauline Forbes, is available to offer further support.

**Mrs. P Forbes  
(Chair of Governors)**

To contact Mrs. Forbes directly, you need to access the appropriate form which is attached to our school's complaint policy. This is available to download from our school website. Alternatively, a printed copy can be obtained from the school office