



St. Mary's Communication Flowchart

STEP 1

**CLASS TEACHER
OR
OFFICE**



This is 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.

Teachers are available most days after school and appointments can be made by contacting the school office (by email, phone, Dojo or in person).

STEP 2

**ASSISTANT
PRINCIPAL / SENDCO**



MR SOUTHALL

If further support is required, Mr. Southall is available.

This can be organised through the school office or in collaboration with the teacher currently dealing with the query.

For SEN specific queries, direct Dojo message or email Mr. Southall.

STEP 3

PRINCIPAL



MRS PRITCHARD

Having followed Steps 1 -2, if a matter needs further attention, it can be brought to Mrs Pritchard.

This can be organised through the school office or in collaboration with the member of staff previously involved.

Anything of an urgent safeguarding matter can be brought straight to Mrs. Pritchard.

"Our Community, Growing and Learning together with Christ"





St. Mary's Communication Flowchart



STEP 1

**CLASS TEACHER
OR OFFICE**

**CLASS
TEACHER**

- School events information (please check diary dates first)
 - Home learning queries
 - Behaviour issues/concerns
 - Learning concerns
 - Home/pastoral/friendship concerns
 - Concerns regarding academic progress

**OFFICE
STAFF**

- School events information/ changes to usual school day
- Reporting an absence / Attendance queries
- School Clubs including wrap around care
 - Payment queries
 - Medication/injuries
 - Appointments
 - Dinner queries

STEP 2

**ASSISTANT PRINCIPAL /
SENDCO**

**ASSISTANT
PRINCIPAL**

- Escalated behaviour concerns
- Initial complaints re. behaviour
- Ongoing behaviour correspondence

SENDCO

- Escalated SEND concerns
- Initial complaints re. SEND concerns/practice
- Ongoing SEND correspondence
- Parent and Family support

STEP 3

PRINCIPAL

PRINCIPAL

In addition to concerns escalated through Steps 1-2, the following queries can be raised directly with Mrs Pritchard.

- Issues which relate to Safeguarding concerns.
- Requests for school appeals or reference requests can be made directly to the Mrs Pritchard via the office.
 - Before requesting an appointment, please ensure that you have followed the steps in this flowchart.

NB. Anything that would normally be raised with Mrs Pritchard can be raised with Mr Southall in her absence.