

APPENDIX A

Communication Flowchart

Recommended Procedure for Parents

We know that when parents have a concern that relates to their child at school, whether it's pastoral, curriculum or staffing in nature, they often feel the best way forward is to ask to see the head or deputy heads. In our experience many of these concerns can often be most quickly resolved by talking first to the class teacher as they know your children best.

Learning Concerns ↓	Pastoral concern ↓	Concern relating to particular learning or physical needs ↓	Issues relating to staff ↓	Concerns & Queries relating to school administration ↓
<p>↓</p> <p>Please raise your concern with your child's class teacher in the first instance.</p>	<p><i>(Pastoral care covers our support of your child's individual needs, their emotional wellbeing and helping them with any personal problems they may be experiencing at school.)</i></p> <p>↓</p> <p>Please raise your concern with your child's class teacher or ELSA (if they are known to the ELSAs) in the first instance.</p>	<p>Where a concern is related to a special need and you feel an adjustment may be required to support successful learning e.g. issues related to ASI (autistic spectrum indicators), dyslexia or dyspraxia or physical disabilities</p> <p>↓</p> <p>Please arrange an appointment with our Deputy Head and SENCO Mrs Moore.</p>	<p>Please ask to speak with an Assistant Head Teacher either Mrs Howard or Mrs Taylor or make an appointment to see our Deputy Head Teacher's Ms Brocklesby or Mrs Moore They are normally on the playground before and after school or an appointment can be made.</p>	<p>Please speak to Hannah Burnham School Business Manager</p>
<p>↓</p> <p>If you feel the class teacher is unable to help please contact the Year Leader/Phase Leader. Our Year Leaders are responsible for the behaviour and pastoral care of each of their year groups</p>				
<p>↓</p> <p>If you are not satisfied with the outcome please ask to speak with an Assistant Head Teacher either Mrs Howard or Mrs Taylor or make an appointment to see our Deputy Head Teacher's Ms Brocklesby or Mrs Moore if you remain concerned after following the steps above.</p>				
<p>↓</p> <p>Please make an appointment to see our Head Teacher: Mr Glenn Moore if you remain concerned after following the steps above.</p>				
<p>Teachers are available after school for informal conversations and appointments can be made with all of the above by contacting the school office on 02380 863159 or emailing admin.office@abbsch.co.uk</p> <p>If you are writing to the school it is really helpful if you give us as much information about the background of your concern or complaint as possible, including who it involves, and what you would like the outcome to be.</p>				