



Home and School Communication Guidance

At Marlborough St. Mary's Primary School we really value regular, open and kind communication between school and families. The purpose of this guidance is to help parents/carers know how to communicate with the school, who to contact and provide a timeframe with which to expect a response.

Illness or absence

If your child is ill or going to be absent from school then please telephone the school office before 08:45. You may leave a message on the 'answer phone' or speak to Mrs Kent or Mrs Greenbank.

If your child has any change to their medical profile, such as a newly diagnosed allergy, please inform the office staff as soon as possible by phone or face-to-face. We also require confirmation in writing.

Academic Progress

At Marlborough St. Mary's Primary School we hold our first parents' evening of the academic year in term 2 (October or November). The second is in term 4 (February or March). We expect all parents/carers to attend these 2 meetings. The third parents' evening is July, after children have received their annual reports. This is an optional meeting and it gives families an opportunity to discuss the report and meet next year's teacher.

If you require additional information or have concerns about your child's academic progress then you should arrange a face-to-face meeting or telephone call with your child's teacher. Your teacher will aim to facilitate this meeting/phone call within 10 working days.

If you still have concerns then you should arrange a face-to-face meeting or telephone call with your child's Key Stage leader (these are illustrated below) who will then facilitate a meeting/phone call within the same time frame.

If there are further concerns then a face-to-face meeting or telephone call should be made to the Deputy-Headteacher. If the issue still remains unresolved then a meeting should be arranged with the Headteacher.

If you have any questions or concerns about your child's wellbeing, then please follow the same system as is described for 'Academic Progress' above.

ClassDojo should not be used for detailed discussions regarding academic progress, wellbeing or complaints. Instead, parents/carers should arrange a telephone call or face-to-face meeting with the appropriate member of staff.

SEND (Special Educational Needs and Disabilities)

If your child has an Education and Health Care Plan (EHCP), you will be invited to attend their statutory Annual Review each academic year. This will be arranged and led by the SENDCo, Mrs Venn. If your child has a Pupil Passport, then you will be invited by the class teacher or Mrs Venn to attend a review meeting at least three times a year (including parents' evenings). Reviews may happen more frequently depending on the needs of the child.

Your child may not have an EHCP or a Pupil Passport, but may be on the SEND register. If this is the case, general progress will be discussed at the scheduled parents' evenings.

The class teacher should always be the first point of contact when discussing your child's progress and their needs. Additional face-to-face meetings or a telephone call can be arranged following the same system set out above.

If you have further concerns or queries after talking to the class teacher, then please contact Mrs Venn (SENDCo) using Class Dojo, email or by telephoning the school office.



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Informal Matters

There are always times when you may need to speak to a member of staff about a less serious matter. You might have forgotten what day PE is on or lost your child's wellies! In these circumstances please use the messaging function on Clasdojo to contact your class teacher or speak to the class teacher at drop-off/collection times. Please bear in mind, these times can often be very busy so please be considerate. There will always be a member of the Senior Leadership Team 'on the gate', usually Mr Crossman, to help as well.

Timings

If you need to phone a member of staff, please do so between the hours of 08:30 and 16:30. If the member of staff is unable to take your call, we will aim to call you back within 48 hours. If you Clasdojo message a member of staff, please do so within the same hours as above and we will aim to ensure we respond to you within 48 hours.

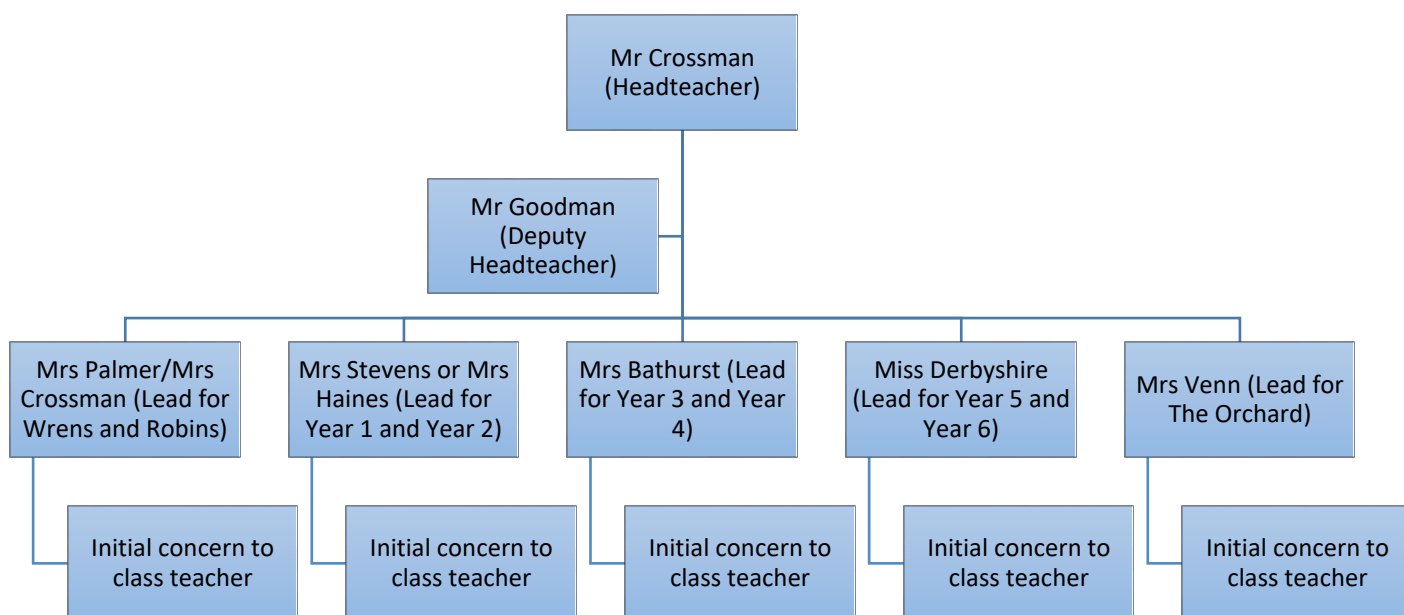
Safeguarding

If you believe a child is at immediate risk of harm, or there is an urgent safeguarding concern, please contact the school office immediately and ask to speak to a member of the Safeguarding Team.

The School Leadership Structure

Although we hope it will never be necessary, there may be an occasion when you need to escalate your concerns to the Senior Leadership Team. If this is the case, then please use the flowchart below. Please note that if your concern is regarding SEND, it may be appropriate to contact Mrs Venn (SENDCo) rather than a Key Stage Leader. Issues regarding behaviour may also be steered towards Mrs Stewart (Behaviour Lead).

Where concerns cannot be resolved informally, parents/carers may follow the school's formal Complaints Procedure, available on the school website



Further information on home/school communication can also be found in the 'Parental Code of Conduct'.