CSJ Communication Flowchart

As a school, we value the communication that we have with our parents and carers and the support that it provides in developing our pupils. The flowchart below has been designed to support effective communication between school and our families. It is a tiered approach which aims to support both parents and staff and allow the opportunity to resolve concerns efficiently and effectively. We endeavour to respond to any queries or concerns with 48 hours.

Tier 1

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 or in person) or by class Do-Jo.

Class Teacher:

- School Events etc.
- Home Learning queries
- Behaviour Issues/concerns
- Home/pastoral/friendship concerns
- Concerns regarding academic progress

Office Staff:

- School events information
- Attendance
- After School Clubs
- Payment queries
- Appointments
- School Lunches

Our School Business Manager Mrs Wahed will deal with any issues requiring escalation.

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Tier 2

If further support is required, the following members of the senior leadership or pastoral/safeguarding team are available to support. This can be organised through the school office or in collaboration with the teacher currently dealing with the query.

SENCO (Miss Jordan):

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

EYFS (Miss Walker)

KS1 (Miss Jordan):

LKS2 (Miss Riley):

UKS2 (Mr Lacey)

- Initial and Escalated behaviour concerns
- Ongoing behaviour correspondence

Safeguarding Team:

If you have a safeguarding concern regarding a child, please contact a Safeguarding team through the school office. Please let them know it is a safeguarding concern so that the office can prioritise it.

Pastoral

If you need help or advice regarding wellbeing and mental health please contact the school office and ask to speak to:

Miss Hughes

Mrs Hall or Mrs Brown

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Tier 3

Having followed Tier 1 and 2, if a matter needs further attention, it can be brought to the Deputy Headteacher. This can be organised through the school office or in collaboration with the member of SLT currently dealing with the query.

Deputy Headteacher:

Mrs Allingham

Any escalated concerns can be raised with the DHT.

Tier 4

Having followed Tiers 1 -3, if a matter needs further attention, it can be brought to the Headteacher. This can be organised through the school office or in collaboration with the member of SLT currently dealing with the query.

Head Teacher :

Mrs Emsley

In addition to concerns escalated through Tiers 1 -3, the following queries can be raised directly with the Headteacher. Before requesting an appointment, please ensure that you have followed the steps in this flowchart.

Concerns about staff should be brought directly to the Head Teacher.

Please note that anything that would normally be raised with Mrs Emsley can be raised with Mrs Allingham in her absence.