Rolph Church of England Primary School and Nursery
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 support effective communication between school and our families. It is a tiered approach that aims to support both parents and staff and the opportunity to resolve issues efficiently and effectively. We endeavour to deal with any queries or concerns as quickly and as effectively as possible. However, there are occasions where staff roles determine that immediate correspondence is not possible, but please be assured that they will get back to you 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 if the school office is more appropriate.

Tier 1

Class Teacher	Office Staff
The following queries are to be raised with your child's class teacher in the first instance: • School events information (please check newsletter first) • Home learning queries • Behaviour issues/concerns • Learning concerns • Home/pastoral/friendship concerns	The following queries can be dealt with directly through the office – either by email to admin.rolph@dcvst.org, or phone 01255 861317: • Last minute school events information/changes to usual school day (please check newsletter first) • Reporting an absence • Giving in a form requesting a leave of absence (forms are in Reception) • Club issues e.g. spaces at a club or cancellation • Payment enquiries • Medication • Admissions • Appointments • After School Clubs/Breakfast Club/Trip payments • General School Queries

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

Tier 2

If further support is required, the following members of staff are available to support in their specific areas as detailed below. Either a teacher, parent or a combination of the two can request a conversation/meeting with the member of staff 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.

	Member of the Senior Leadership Team	Mr Wainford (SENCo)
Tier 2	• Escalated teaching and learning concerns • Initial complaints re teaching and learning in; All year groups – Mrs Hawkins EYFS/KS1 (Nursery –Year 2) – Mrs Manning KS2 (Years 3-6) – Mr Bourdillon	• Escalated SEND concerns • Initial complaints re. SEND concerns/practice • Information about SEND external agency referrals • Ongoing SEND correspondence

Tier 3

Having followed this flow chart through Tier 1 and Tier 2, if a matter needs further attention, it can be brought to the Head of School or Executive Headteacher. This can be organised through the office or in collaboration with the member of staff currently dealing with the enquiry.

Tier 3	Mrs Emrich / Mrs Asbridge Executive Headteacher / Head of School
	In addition to the concerns escalated through Tier 1 and Tier 2, the following queries can be raised directly with the Executive Headteacher or Head of School; • Issues which relate to safeguarding concerns* • Issues regarding significant poor behaviour outside of school (*Mrs Asbridge is the Designated Safeguarding Lead within school. Mrs Emrich, Mrs Hawkins, Mrs Manning and Mr Bourdillon are Deputy Designated Safeguarding Leads.)

Tier 4

Whilst we would hope that we are able to resolve any matters through the escalation of Tiers 1 to 3, if the unfortunate situation arises where you are still not satisfied that your concerns have been successfully resolved, our Chair of our Local Schools Board – Ms Charlotte Little is available for further support.

Tier 4	Mr Garry Neave Chair of Local Schools Board
	To contact Ms Little, you need to write a letter, care of the school office, marked as private and confidential. You will need to refer to the school complaints procedure which can be found on the school website: www.rolphcofeprimaryschool.co.uk