

Highfield Littleport Academy Communication Protocol January 2020

At Highfield Littleport Academy we recognise the importance of clear and effective communication with all stakeholders. We are committed to being both transparent and accessible to all whilst maintaining confidentiality, discretion and conforming to GDPR. We place great value on our communication with the parents and carers of each of our children. The office team will be able to help you with general queries but for child specific queries we would ask you to follow the pathway outlined below:

Class Teacher

Teachers should always be the first point of contact for parents if they have any questions or concerns about their child. Staff are available at the beginning and end of the day. If you require a longer conversation, please organise a meeting / telephone call with the teacher via the school office.

Department Leader

You may feel that you need further support and discussion. In this case you should ask the teacher to arrange a meeting with a Department Leader as appropriate:

Kirsty Yare – Lower School Tilly Newbury – Upper School

Specialised Support

During discussions with the Class Teacher or the phase leader they may point you in the direction of the following professionals who may be able to help you:

OT, Physio, SALT, School Nursing Service, Rachel Grant (Family Liaison Worker)

Leadership Team

If after working with the Class Teacher, Department Leaders or Specialised Support, you still need to progress this further then please ask the office for an appointment with either:

School Business Manager

Assistant Head of School: Lyn Houghton

Senior Leadership Team

Before requesting an appointment with our Head of School or Executive Head (Yvonne Skillern & Simon Bainbridge), please ensure that you have followed the steps in this flow chart. Appointments can be made through the school office.

Formal Complaints

Only once this pathway has been followed should the formal complaints process begin. The Active Learning Trust Complaints Policy can be found on the school website.

Chair of Governors

Should you still not be content with the outcome please contact Lorna Robinson who is the Chair of Governors.

Safeguarding

Yvonne Skillern is our Designated Safeguarding and Prevent Lead. Our Assistant Head of School and Department Leaders have all completed the same training. If you have a concern regarding a child, please contact them through the office and let them know you wish to discuss a safeguarding matter so that it can be prioritised.



Communication with Parents / Carers

E-mail: Please email any enquiries you may have to office@highfieldlittleport.org who will forward them to the relevant member of staff. We aim to respond to emails within 2 working days.

Class Dojo & Evidence for Learning: These are used for communication between the class teacher and home. Please speak to the office if you do not have access to these. Class Dojo is used as a communication tool whereas Evidence for Learning gives up to date information with regards to your child's learning and progress. These messages will only be monitored within the school day, immediately before school and for a short time afterwards.

Phone: Teachers will not be interrupted during lesson time unless this does not disrupt students learning. Please leave a message with the office team who will pass any messages on. There is an answer phone for busy periods and out of hours messages.

Social Media Sites / Blogs: Staff will not communicate with parents via social networking sites or accept them as 'friends'.

Please be prepared to give an outline of the matter you wish to discuss so that we can deal with your query appropriately.

Please do not expect to receive correspondence from any member of staff outside the hours of 8am and 4.30pm weekdays or on weekends. We aim to respond to all correspondence within 2 working days.