

School Communication: Whom should I contact?

As a school, we value the communication that we have with our families 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. 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. For more information please see our communication policy:

<https://www.st-mary-st-andrews.lancs.sch.uk/attachments/download.asp?file=307>

We hope that you find all the information you need on our website, which is updated weekly. A text will be sent to your every Sunday evening with a link to the school calendar to help you plan for the week ahead. We would encourage all families to check this in the first instance. If you still need support, please follow the steps within this document.



Tier 1:

Tier 1 should always be used as the first point of contact between families and school.

Office Staff:

The following queries can be dealt with directly through the school office team:

office@st-mary-st-andrews.lancs.sch.uk or 01772862335

- Last minute school events information/changes to usual school day (please check newsletter first)
- Reporting an absence
- Club issues e.g. spaces at a club or cancellation
- Payment enquiries
- Medication
- Admissions
- After School Clubs/Breakfast Club/Trip payments
- General office enquiries

Tier 2:

If further support is required, the following members of staff are available. Families can have a quick chat with teachers at the end of the day during pick up time, or can request a meeting with your child's class teacher or with our SENDCo by emailing our staff@st-mary-st-andrews.lancs.sch.uk account. There are occasions where staff roles determine that an immediate appointment is not possible, but please be assured that our staff will get back to you within a realistic timeframe for a meeting.

Class Teacher:

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

SENDCo:

The following queries are to be raised with our SENDCo in the first instance:

- 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 Senior Leadership Team. At SMSA, our Senior Leadership Team consists of the Headteacher and Deputy Headteacher. Families can arrange a meeting with a member of SLT by emailing our staff@st-mary-st-andrews.lancs.sch.uk account. There are occasions where staff roles determine that an immediate appointment is not possible, but please be assured that our staff will get back to you within a realistic timeframe for a meeting.

Senior Leadership Team:

In addition to the matters escalated through Tier 1 and Tier 2, the following queries can be raised with the Deputy Headteacher:

- Issues which relate to safeguarding concerns
- Issues regarding significant poor behaviour outside of school
- Escalated teaching and learning concern

If the matter is still not resolved, please contact the school office to arrange a meeting with the Headteacher.