

How we communicate with parents and carers

The sections below explain how we keep parents up-to-date with their child's education and what is happening in school.

Parents should monitor all of the following regularly to make sure they do not miss important communications or announcements that may affect their child.

EMAIL

We use email to keep parents informed about the following things:

- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests Consent forms/permissions

We use medical tracker (Smart Log) to email and inform parents of any accident or incidents that results in first aid treatment through medical.

TEXT MESSAGES

At times, we will also use text messages to contact parents. We will text parents about:

- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)

SCHOOL CALENDAR

Our weekly email/newsletter includes key dates for the half-term/term.

Where possible, we try to give parents at least 2 weeks' notice of any events or special occasions (including non-uniform days, special assemblies or visitors, or requests for pupils to bring in special items or materials).

Any such event will be included in the school calendar.

LETTERS

We send the following letters via MCAS regularly:

- Letters about trips and visits
- Our weekly newsletter
(If a parent requires a letter to be printed this can be done by request through the main office)

REPORTS

Parents receive reports from the school about their child's learning, including:

- An end of year report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance
- A report on Key Stage 1 and 2 SATs tests
- At the end of the Reception year, parents will receive a summary of their child's EYFS profile results

- At the end of Year 1, parents will receive a summary of their child's phonics screening check results

MEETINGS

We hold two parents' evening(s) per year. During these meetings, parents can talk with teachers about their child's achievement and progress, the curriculum or schemes of work, their child's wellbeing, or any other area of concern.

The school may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, or wellbeing.

Parents of pupils with special educational needs (SEN), or who have other additional needs, may also be asked to attend further meetings to address these additional needs.

SCHOOL WEBSITE

Key information about the school is posted on our website, including:

- School times and term dates
- Important events and announcements
- Curriculum information
- Important policies and procedures
- Important contact information
- Information about before and after-school provision

Please note that we are currently reviewing all documentation on our school website to ensure it is up-to-date.

How parents and carers can communicate with the school

PHONE CALLS

If parents need to speak to a specific member of staff about a non-urgent matter, they should email the school office (office@pathfinderschool.org.uk) and the relevant member of staff will contact them within two working days. If this is not possible (due to teaching or other commitments), someone will respond to schedule a phone call at a convenient time.

We aim to make sure parents have spoken to the appropriate member of staff within five days of your request. If the issue is urgent, parents should call the school office.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

For more general enquiries, please call the school office.

MEETINGS

If parents would like to schedule a meeting with a member of staff, they should email the appropriate email address (see appendix 1), or call the school to book an appointment. We try to schedule all meetings within five working days of the request. While teachers are available at the beginning or end of the school day if parents need to speak to them urgently, we recommend they book appointments to discuss:

- Any concerns they have about their child's learning
- Updates related to pastoral support, their child's home environment, or their wellbeing

Appendix 1: School Contact List

Who Should I contact?

If you have questions about any of the topics in the table below, or would like to speak to a member of staff:

- Consult the communication flow-chart
- Email the most appropriate address from the list below
- Include your child's full name in the subject line

We try to respond to all emails within 24 working hours.

PARENT COMMUNICATION FLOW CHART

We know that when parents have a concern that relates to their child at school, whether it's pastoral, curriculum or staffing in nature, they often feel the best way forward is to ask to see the head or assistant head. In our experience many of these concerns can often be most quickly resolved by talking first to the most appropriate person. The flow chart below outlines who this will be.

Learning Concerns	Pastoral Concerns	Concern relating to particular learning or physical needs	Issues relating to staff	Concerns or queries relating to school administration
Please raise your concern with your child's class teacher in the first instance.	(Pastoral care covers our support of your child's individual needs, their emotional wellbeing and helping them with any personal problems they may be experiencing at school).	Where a concern is related to a special need and you feel an adjustment may be required to support successful learning e.g. issues related to ASD (autistic spectrum disorders), dyslexia or dyspraxia or physical disabilities	Please contact the school office who will forward your concern to the most appropriate person.	Please speak to Mrs Pickering or Miss Brown , School Office Manager
Please make an appointment to see one of our Assistant Headteachers if you remain concerned after following the step above: EYFS: Mrs Diaper KS1: Mrs Gray KS2: Mrs Wood	Please raise your concern with your child's class teacher.	Please raise your concern with your child's class teacher in the first instance.		
Please make an appointment to see our Headteacher Miss Eskelson if you remain concerned after following the step above.	If you feel that the class teacher is unable to help for pastoral concerns please contact our Pupil and Family Support Worker Mrs Christie .	Please arrange an appointment with our Assistant Headteacher and Inclusion leader, Mrs Gray		
	Please make an appointment to see one of our Assistant Headteachers or Headteacher Miss Eskelson if you remain concerned after following the step above.			

STAFF MEMBER	EMAIL ADDRESS
School Office	office@pathfinderschool.org.uk
Miss Eskelson (Headteacher)	head@pathfinderschool.org.uk
Mrs Diaper (Assistant Headteacher/EYFS leader)	kdiaper@pathfinderschool.org.uk
Mrs Gray (Assistant Headteacher/Inclusion Leader/ Key Stage 1 leader)	kgray@pathfinderschool.org.uk
Mrs Wood (Assistant Headteacher & Key Stage 2 leader)	cwood@pathfinderschool.org.uk