

## Communication Flowchart

### Recommended Procedure for Parents

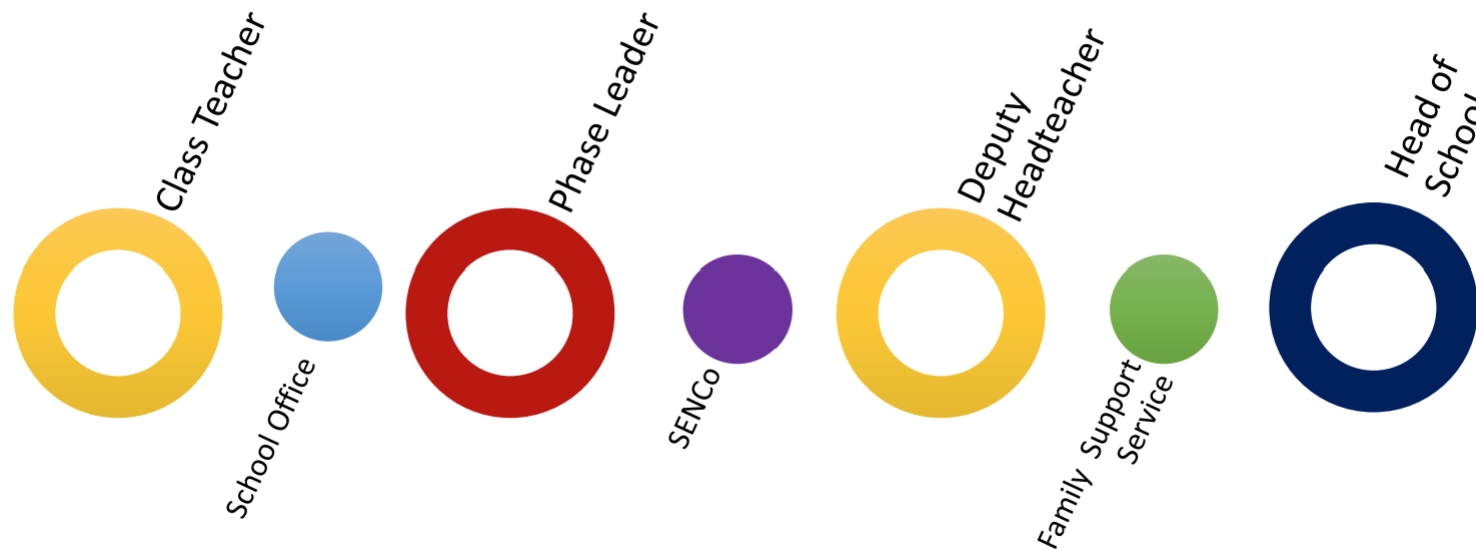
Working in partnership, together, is vital for our community and pupils to thrive. Please use the QR code or 'Have Your Say' facility on our newsletters to make suggestions to improve the school.

We know that when parents have a concern that relates to their child at school, whether it is pastoral, learning or staffing in nature, that they often feel the best way forward is to ask to see the Head Teacher.

In our experience, many of these can often be most quickly resolved by talking first to the class teacher as they know your children best.

There are a range of different professionals at the schools that you may need to contact.

On the next page is a guide to how you can access the best possible service at Waltham Holy Cross Primary Academy.



Type of concern	Who to see...	Next Step...	Then...	After...
<b>Learning concerns</b> Learning concerns are inclusive of progress, attainment and behaviour for learning. If your concern is around a potential Special Educational Need or Disability (SEND) please see below.	Please raise your concern with your child's <b>Class Teacher</b> in the first instance.	If you feel the class teacher is unable to help please contact: <b>Phase Leaders.</b> EYFS: Miss Howard KS1: Miss Chandler Y3&4: Miss Kipps Y5&6: Mrs Khodabux Our Phase Leaders oversee the behaviour and pastoral care of each of their year groups.	Please ask to speak to a <b>Deputy Head Teacher, Mrs Young or Miss Pieropan</b>	Make an appointment to see our <b>Headteacher</b> , Miss Clarke.
<b>Pastoral concerns, friendship or playground matters</b> 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 including possible bullying, racial or LGBTQ+ phobic abuse.		Please arrange an appointment to speak to our <b>SENCO</b> Mrs Albu		
<b>SEND concerns*</b> When a concern is relating to a special need and you feel an adjustment may be required to support successful learning e.g. issues related to physical disabilities, learning difficulties, ASD (Autism Spectrum Disorder) etc.		Lisa Golding (Safeguarding Officer)/ Sarah Clarke (Headteacher)		
<b>Issues relating to safeguarding</b>	Please contact our <b>Family Support Team</b> – Lisa Golding or Anne Rowley			
<b>Requesting support re: home situation</b> Our Family Support Workers can support with aspects regarding your home situation, accessing further support and guidance.	Please speak to our <b>School Office Manager</b> , Amanda Harrington			
<b>Concerns queries around school administration</b>				

Teachers are available after school for informal conversations and appointments can be made with all of the above by: contacting the school office on 01992 713 191 or emailing office@whc.netacademies.net. If you are writing to the school, please clearly and succinctly outline your concern or complaint, including who it involves and what you would like the outcome to be.



### Our 48 hour promise

At WHC we aim to respond to your concerns within 2 school days. This may either be through initial contact to discuss your concerns further or to provide an answer. Working in partnership and by clearly signposting the best initial person to speak to, we will provide a high quality service to all families.