



## Life in all its fullness – John 10:10

### Communications Flow Chart

#### Step 1 – Your child's class teacher

Your child's teacher is the person who knows your child best in school and you know your child the best of all! Building a good relationship with your child's teacher can ensure your child's needs are met at school and that they have what they need to access learning and thrive.

You can contact them initially by via the office email [office@st-peters.notts.sch.uk](mailto:office@st-peters.notts.sch.uk) for by ringing the office and asking them to call you back or after school. Although you may have something you would like to say to them in the morning, this is a very difficult time for them, as they are already teaching your children.

Although there are parent / teacher meetings planned throughout the year, some feedback or issues are best dealt with as and when.

You should talk to your child's teacher about:

**Academic Progress** – including anything they are finding a challenge

**Medical Needs** - including ensuring an Administering Medicine Form is completed if bringing medicines into school

**Behaviour** – whether good or bad! Be honest with your child's teacher about their behaviour. Behaviour is a communication and they may have an insight into what the behaviour is trying to tell you. Alternatively, your child's teacher may have concerns about your child's behaviour and will want your support and partnership to unpick and tackle it.

**Friendship Issues** – falling out is a normal part of growing up, but it can hinder learning. It is vital that the teacher is informed early about this before it escalates.

Your child's teacher will decide if an issue needs escalating and may involve Miss Smith our SENCO or a different member of staff / Senior Leadership team.

#### Step 2 – office Team

Mrs Atkinson, Mrs Gilmour and Mrs Monkman are our office team: dealing with attendance, class trips, admissions, medicine, first aid, school clubs, finance and transitions plus much more!

**Attendance** – by phone call or email on the day they are ill, or by completing a 'withdrawal from school-based learning' form for a planned absence.

**Medical Needs** – If your child's medical needs are on-going or need adaptations or considerations, our Office team will be helpful and sensitive to your child's needs. A medicine form will be required.

**Financial** – our office team can support you to apply for Free School Meals or discuss any difficulties you are experiencing when paying for a trip

**Home Circumstances** – You may have a situation at home that is sensitive, such as a relationship breakdown or relational conflict, our office can support you to support your child during this time.

All other concerns about your child should go through your child's teacher first and they will decide whether to escalate.



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### Step 3 – SENCO

Miss Smith is our SENCO. This is only part of her role as she is also a class teacher. Miss Smith currently only works two days a week with dedicated time on a Wednesday to oversee and co-ordinate provision and intervention for children with Special Educational Needs Disability. These are children who have barriers to learning and/or are working well below the expectation for their age.

**Miss Smith will become involved with your child on the recommendation of their teacher.** This will fall into one of these categories - **Communication and Interaction, Cognition and Learning, Sensory and/or physical (including co-ordination) or Maths**

Miss Smith can be contacted by email [SEND@st-peters.notts.sch.uk](mailto:SEND@st-peters.notts.sch.uk) or by phoning the office, although she may signpost you back to your child's teacher if you have not discussed the matter with them first.

### Step 4 – The Head Teacher / Deputy Head Teacher

Mr Tomlinson is our Head Teacher / Mrs Gibbens is our Deputy Head Teacher.

In a school like ours, these roles are varied and busy ones. Mr Tomlinson, with support and challenge, sets and manages the budget, oversees health and safety (alongside Mr Maynard – site manager) and all related training, is the Designated Safeguarding Lead, leads and supports the staff team ensuring they have up to date training needed in order to do their jobs well. Mrs Gibbens designs, manages and leads the curriculum including leading EYFS, is also a DSL, and more!

Mr Tomlinson strongly believes leadership is delivered through good relationships. He can be seen daily on the playground as well as welcoming parents to events and assemblies.

Mr Tomlinson can be contacted by email initially via the office – [office@st-peters.notts.sch.uk](mailto:office@st-peters.notts.sch.uk) or by phoning the office.

You should contact Mr Tomlinson / Mrs Gibbens about:

**Whole School Events, Opportunities or Plans** – we welcome visits from charities, inspirational people etc and ideas for fundraising

**Safeguarding Concerns** – These may be about your own child, and a disclosure they have made or signs you have seen, or about another child in our school. For a direct concern contact our DSLs - Mr Tomlinson/Mrs Gibbens (Designated Safeguarding Leads) or report to Notts MASH (multi agency safeguarding hub)

<https://www.nottinghamshire.gov.uk/care/childrens-social-care/nottinghamshire-children-and-families-alliance/pathway-to-provision/multi-agency-safeguarding-hub-mash>

**Community Business** – this may be issues around parking or events taking place that the school could be involved in

**A Concern or a Complaint** - A concern may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'. A complaint may be defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'. If you have gone through step 1 and 2 and you are dissatisfied with the outcome, please follow our complaints policy & form which can be found on the Aspire website

<https://www.aspire-mat.co.uk/mat-policies/>