



School Communication Flowchart

As a school, we value the high level of communication that we have with our parents 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. It is a tiered approach which aims to support both parents and staff and allow the opportunity to resolve issues efficiently and effectively.

We endeavour to deal with any queries or concerns as quickly and effectively as possible. However, there are occasions where staff roles determine that immediate correspondence is not possible, but please be reassured that they will get back to you within a realistic timeframe.

Tier 1		
Tier 1 should always be used as the first point of contact between families and school. The table below clarifies whether the communication requires the attention of your child's classteacher or if the school office is the more appropriate.		
Tier 1	Class Teacher	Miss Lloyd (Admin Officer)
	The following queries are to be raised with your child's class teacher in the first instance. - School events information - Home learning queries - Behaviour issues/concerns - Learning concerns - Home/pastoral/friendship concerns - Any changes to your child's social or emotional wellbeing If you are unable to meet face to face with the teachers, it is on a non flexi day, or it is out of hours and you would like to pass on some information or a query or concern, please email admin@huxleyprimary.cheshire.sch.uk with a FAO for the class teacher or teaching assistant you would like your email to go to and she will pass this on within a realistic timeframe	The following queries can be dealt with directly through the office (either by email, phone or in person). - Last-minute school events information/ changes to usual school day - Reporting an absence- (absence@huxleyprimary.cheshire.sch.uk) - Requesting a leave of absence (this will then be forwarded to myself) - Club issues e.g. spaces at a club or cancellation - Payment queries - Medication/injuries - Appointments - Any changes to personal data held- e.g. emergency contacts, home address, photo permissions - Booking extra days (for flexi children) - Queries about dinners or uniform payments via SchoolMoney

Teachers are available most days before and after school for quick conversations but appointments for longer conversations can be made by contacting admin@huxleyprimary.cheshire.sch.uk or arranging with the staff member themselves on drop off or pick up

If a matter is urgent, please contact the office and they will get a message to the teacher at the earliest possible convenience.

We appreciate that these lists are not exhaustive. If you are unsure of who to contact to help deal with your issue/ concern, please contact the school office in the first instance; they will take some details from you and arrange for the most suitable person to get back to you.

School Communication Flowchart



Tier 2

If further support is required, the staff members are available to support in their specific areas as detailed below.

Tier 2	Mrs Churchill Evans (Speech and Language) Mrs Pauline Hulse (Achieve 360- social and emotional support) Please email admin@huxleyprimary.cheshire.sch.uk but with a FAO- Mrs Churchill Evans Or FAO Mrs Hulse so Miss Lloyd knows who to forward the query onto	Mrs Atkinson (SENCO) You can email her directly on the email below. Mrs Atkinson and myself meet weekly and so any concerns she needs to raise with myself she will do so then or she will do this via email through the week senco@huxleyprimary.cheshire.sch.uk
	<i>Social and Emotional support</i> <i>Communication Issues</i> <i>Concerns around development of speech</i>	<i>SEND concerns</i> <i>Support Plans</i> <i>Intervention</i> <i>Ongoing SEND correspondence</i>



School Communication Flowchart



Tier 3

Having followed this flowchart through Tier 1 and Tier 2- if a matter needs further attention, it can then be brought to the Headteacher.

Again this can be organised through the office or email me directly head@huxleyprimary.cheshire.sch.uk

Mrs Gourley
(Headteacher)

In addition to concerns escalated through Tier 1 and 2 the following queries can be raised directly with the head teacher.

- Issues which relate to Safeguarding concerns this can be raised with Mrs Chilton as Deputy Designated Safeguarding Lead in my absence)
- Requests for school appeals can be made directly to the headteacher via the office
- Requests for exceptional leave (this will be considered at IEB board if necessary too)
- Issues with Showbie (I am administrator for this)
- Issues with the flexi-offer



Tier 4

Whilst we would hope that we are able to resolve any matters through the escalation of Tiers 1 to 3, if the unfortunate situation arises where you are still not satisfied that your concerns have been successfully resolved, our Chair of the IEB, Mrs Gail Webb is available to offer further support.

Mrs Gail Webb
(Chair of IEB)

chair@huxleyprimary.cheshire.sch.uk

To contact Mrs Webb directly about a complaint that you feel has not been dealt with via the above means of communication or one that you feel cannot be addressed by the school, you need to access the appropriate form which is attached to our school's complaints policy. This is available to download from our school website. Alternatively, a printed copy can be obtained from the school office.