

School Communication Flowchart



As a school, KSJ places a high value on clear communication and maintains an open-door policy to foster strong relationships between the school and parents. This partnership provides the foundation for effective pupil support and positive outcomes.

This flowchart has been designed to promote clear and effective communication. Its tiered approach supports both families and staff, ensuring that any issues can be addressed efficiently and appropriately.

We strive to respond to all queries and concerns as quickly and effectively as possible. However, there may be occasions when staff responsibilities prevent an immediate response. Please be assured that all enquiries will be acknowledged and addressed within a reasonable timeframe.

Tier 1

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

Tier 1	Class Teacher	Mrs Bennett/Mrs Groom (Admin Office)
Tier 1	<p>Please contact the class teacher to raise these queries:-</p> <ul style="list-style-type: none"> School events Home learning Behaviour issues Learning concerns Home/pastoral/friendship concerns Any changes to your child's social or emotional wellbeing. <p>Teachers are out on the playground each morning from 8.40am</p> <p>Alternatively, you can email them on their school email</p> <p>raynor@kingsleystjohns.co.uk</p> <p>heald@kingsleystjohns.co.uk</p> <p>byrne@kingsleystjohns.co.uk</p> <p>senco@kingsley-st-johns.cheshire.sch.uk</p> <p>Alternatively, a meeting can be arranged for a face to face discussion at the end of the school day.</p>	<p>Please contact the office for the following queries:-</p> <ul style="list-style-type: none"> Last minute school events/information/changes to the usual school day. Reporting an absence Requesting a leave of absence Buddies issues – cancellation, bookings, info Payment queries Medication/injuries Appointments Any changes to personal data held on our system – emergency contacts, home address, phone numbers, photo permissions etc. Queries about lunches or uniform <p>This is not an exhaustive list, if you are unsure who to contact, please contact the school office in the first instance.</p> <p>admin@kingsley-st-johns.cheshire.sch.uk</p>

Tier 2 If further support is required...		
SENCO Mrs Gibson	Buddies Mrs Sherlock	Family Support Sue Leigh
<p>You are welcome to email Mrs Gibson directly on senco@kingsley-st-johns.cheshire.sch.uk</p> <p>Mrs Gibson also teaches Monday to Thursday, please be aware of this when considering her response time.</p> <p>Support plans, SEND concerns Interventions Ongoing SEND Correspondence Transition support SEND Parents evening</p>	<p>Sherlock@kingsleystjohns.co.uk</p> <p>Bookings Confirmation of collection times Pupil needs Clarifications</p>	<p>Sue Leigh is our school's dedicated family support worker.</p> <p>She is part of the Changing Lives together team</p> <p>07818595902</p> <p>Sleigh@changing-lives-together.org.uk</p>

Tier 3
<p>Having followed this flowchart through Tier 1 and Tier 2 – if a matter needs further attention, it can be brought to the Headteacher. head@kingsley-st-johns.cheshire.sch.uk Mrs Rachel Jones</p> <p>In addition to concerns escalated through Tier 1 and Tier 2, the following queries can be raised directly with the headteacher. Safeguarding concerns – if Mrs Jones is unavailable, Mrs Gibson is the Deputy Designated Safeguarding Lead. Requests for exceptional leave Requests for school appeals</p>

Tier 4
<p>It is always our aim 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 governing board, Bruce Waddell, is available to offer further support.</p> <p>Mr Bruce Waddell waddell@kingsleystjohns.co.uk</p> <p>You may contact Mr Waddell directly about a complain 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.</p>