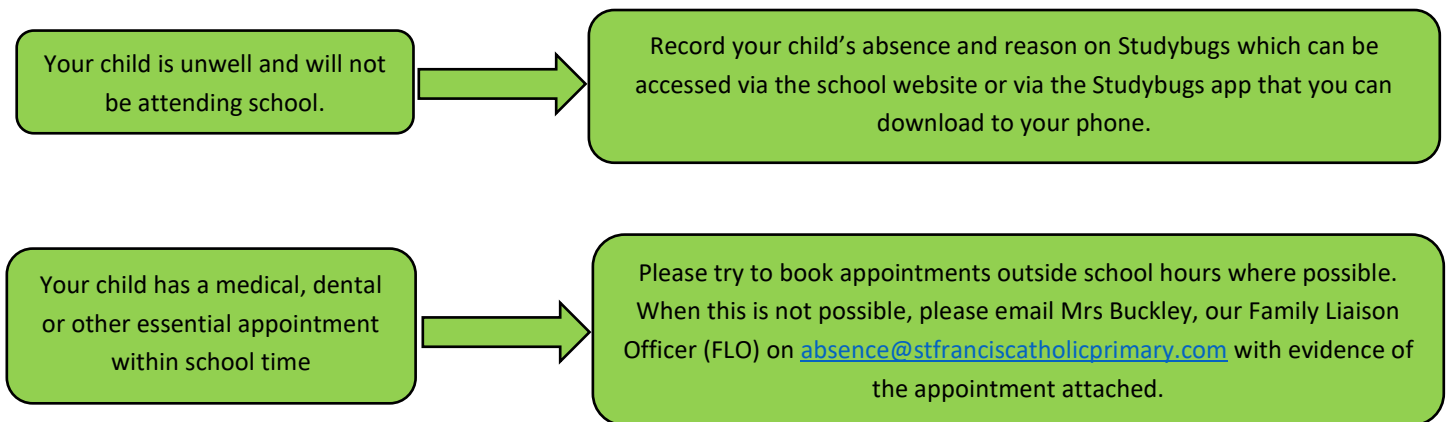


Parental Contact and Resolution of Issues

If there is information that you need to share, or an issue that you need to discuss, please ensure that you follow the correct procedures as shown below.



Whole school information/letters will continue to be sent to parents via the school email.

All classes will use Class Dojo for communication between teachers and parents for year group/class specific information.

Parent Contact Pathways

Parents wanting to contact their child's teacher are able to do so through Class Dojo. Please be aware that, during the school day and immediately before and after school, teachers will not be able to respond to messages as, during these times, they are either preparing for, delivering and/or marking and assessing children's learning. All messages to Class Dojo will be responded to within 48 hours. Staff are not expected to check and respond to messages at weekends or during the evenings.

If you have an urgent concern that the school/your child's teacher needs to be aware of immediately (e.g. medical/health issues, personal issues, family situations etc. that may affect your child that day in school) please email generalenquiries@stfranciscatholicprimary.com or phone the office on 01622 771540 to speak to Mrs Buckley and we will ensure that information is shared correctly and in a timely manner. Please only use this method of contact for urgent contact.

Requesting a meeting

When requesting a meeting please state what the issue is about. Meetings with teachers or senior leadership are not able to be organised without this information.

It is important that staff members know what the issue is related to so that any investigation or collection of information can occur before the meeting in order to ensure the meeting is productive and that the issue is able to be resolved swiftly. If staff do not know what the issue is, it is unlikely that the issue will be resolved as the relevant information wasn't able to be collected prior to meeting.

Office staff all have the same level of safeguarding training and confidentiality requirement as class-based staff and will require information regarding the issue before a meeting can be booked.

Please contact your child's teacher via Class Dojo to request a meeting and to inform them of the nature of the issue. If you feel that you need to speak to the class teacher to request a meeting, please wait until they have dismissed all children in their care at the end of the day before doing so. The teacher will then arrange a suitable date and time to meet.



If the parent/guardian is not satisfied following the meeting with the class teacher they should then email the parent email generalenquiries@stfranciscatholicprimary.com or phone the office on 01622 771540 to request a meeting with the FLO, SENCo or Assistant or Deputy Head (depending on whether the issue is pastoral, related to academic or behavioural difficulties or class-based issues respectively).

Before the meeting is booked, we will check that all of the previous steps have been followed.



If the issue is still not resolved, the next step is to request a meeting with the Head Teacher. You can do this by either phoning the office or emailing the parent email

Before the meeting is booked, we will check that all of the previous steps have been followed.

If your child is currently on the SEN register and the issue is related to this please email Mrs Neill, our SENCo, on sen@stfranciscatholicprimary.com

Thank you for your support

Mrs Ebdon