



# Parent Communication Flow Chart

We want to ensure that your concern is resolved effectively and in a timely manner.

#### Child based concerns

(eg: education; friendships; homework; curriculum; family updates which may affect child)

#### Behaviour based concerns

(eg; child's behaviour at home; friendship based; bullying; behaviour incidents)

#### Attendance and welfare concern

(eg: absence; lateness; mental health; family support: family updates which may affect child)

## **Special Educational Needs**

(eg: need support; SEND assessment; SPOA request; EHCPs)

#### Contact class teacher

<classname>@chellastoninfants.org <classname>@chellaston juniors.org

### **Contact Learning Mentor**

safeguarding@chellastoninfants.org safeguarding@chellastonjuniors.org

#### Contact SENDCo

senco@chellastoninfants.org senco@chellastonjuniors.org

Issue not resolved

**Contact Phase Lead** 

via office email

admin@chellastoninfants.org

admin@chellastonjuniors.org



## Issue not resolved



### Contact SENCO

senco@chellastoninfants.org senco@chellastonjuniors.org **Concern: Involving members of staff** 

## **Contact Head Teacher**

via office email

If none of your concerns link to the above, please email the school it will be assigned to the right person.

If you have a complaint please contact the Head Teacher in the first instance via the office email.

Formal complaints should be made by following the Complaints Policy which can be found here. Alternatively, you can visit the policy section of the school website.

Issue not resolved



## **Contact Deputy Head**

via office email

Issue not resolved

## **Contact Learning Mentor**

via safeguarding email - they will liaise with Deputy Head and/or Headteacher

Issue not resolved



## **Contact Deputy Head**

via office email