

## Haseltine Primary School Communications Procedure

### Introduction:

We at Haseltine want to make it easy for you to get in touch with any concerns or questions you might have. This procedure is a response to parental feedback on the communication chain for queries within the school. We hope this explains clearly the process for expressing concerns, and clarifies which member of staff is best placed to speak to you about given issues.

We understand the importance of a strong working relationship between parents and staff in supporting all of our children in their learning. In addition to these procedures, the Headteacher (Sara Anderman) and SENDCo & Assistant Head (Ellie Whilby) look forward to speaking to parents daily in the playground.

### Safeguarding:

At Haseltine, it is of paramount concern that all of our children are happy and safe. If you have any concerns about the safety or wellbeing of a child, please speak to the Headteacher and Safeguarding Officer, Mrs Sara Anderman.

### Chain of Communication:

#### Class Teachers:

You should approach your child's class teacher, in person where possible, in the first instance, to discuss:

- \* Home learning.
- \* Social, academic, and personal progress.
- \* Classroom and playtime incidents.
- \* Organisational issues, e.g. lost property which is not in the Lost Property area.
- \* Arrangements for end of day pick-ups and appointments.



#### Phase Leaders:

For the Early Years: Nursery & Reception, the leader is **Lisa-Marie Clark**, for KS1: Years 1 & 2, it is **Rochelle Banton** and for Key Stage 2: years 3, 4, 5, and 6, it is **Ellie Whilby**. You should approach them by arranging an appointment via the office to:

- \* Discuss ongoing concerns, or unresolved issues.



#### Headteacher:

You should approach or email Sara Anderman (s.anderman@haseltine.lewisham.sch.uk) to discuss:

- \* Unresolved issues after speaking to the class teacher and assistant head teacher.
- \* Cases of bullying.
- \* Safeguarding issues as mentioned above.
- \* If you would like to volunteer in school.

Other Communication Needs:

We understand that you have a range of communication needs and are committed to positive communication. Please approach the members of staff below as outlined to discuss any appropriate issues.

SENCO/Inclusion Manager:

**Ellie Whilby:** in person or by email at

[e.whilby@haseltine.lewisham.sch.uk](mailto:e.whilby@haseltine.lewisham.sch.uk)

\* Queries regarding additional needs your child may have.

Attendance:

**Kathy-Anne Odle:** in person or by telephone via the school office to discuss:

\* Any issues around attendance or punctuality.

\* To request leave

Breakfast Club: **Ann Jolley:** in person or telephone via the school office to discuss payment and places.

After School Club: **the main office:** in person or by telephone via the school office to discuss payment and places.

The School Office:

The majority of other queries you may have, which are not answered on our website, are best dealt with by the school office in person, by telephone on 020 87786536, or by email at [admin@haseltine.lewisham.sch.uk](mailto:admin@haseltine.lewisham.sch.uk)

This may include questions about school meals, updating contact details, absences or other points of which you wish to inform school.