

## Isambard Kingdom Brunel Primary School – Communication Flowchart

**As a school, we value the 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 concerns efficiently and effectively. We endeavour to respond to any queries or concerns within 48 hours.**

### Tier 1

**This is the first point of contact between families and school. The table below clarifies whether the communication requires the attention of your child's class teacher or if the school office is more appropriate. Teachers are available most days after school and appointments can be made by contacting the school office (by email, phone or in person).**

Class Teachers	Office Staff
<ul style="list-style-type: none"> <li>School events information (please check diary dates first)</li> <li>Home learning queries</li> <li>Behaviour issues/concerns</li> <li>Learning concerns</li> <li>Home/pastoral/friendship concerns</li> <li>Concerns regarding academic progress</li> </ul>	<ul style="list-style-type: none"> <li>School events information/changes to usual school day (please check diary dates first)</li> <li>Reporting an absence/attendance queries</li> <li>After school Clubs including wrap around care</li> <li>Payment queries</li> <li>Medication/ injuries</li> <li>Appointments</li> <li>Hot meal queries</li> </ul>

### Tier 2

**If further support is required, the following members of the senior leadership team and of the Trust are available to support. This can be organised through the school office or in collaboration with the teacher currently dealing with the query**

SENDCo Mrs Claire Marney	EYFS Phase Leader Miss Nicola Fahy	Headteacher and Designated Safeguarding Lead Mr Richard Healey
<ul style="list-style-type: none"> <li>Escalated SEND concerns</li> <li>Initial complaints re. SEND concerns/practice</li> <li>Ongoing SEND correspondence</li> <li>Parent and Family support</li> <li>Pastoral Care</li> </ul>	<ul style="list-style-type: none"> <li>Escalated behaviour concerns</li> <li>Initial complaints re. behaviour</li> <li>Ongoing behaviour correspondence</li> </ul>	<ul style="list-style-type: none"> <li>Escalated behaviour concerns</li> <li>Initial complaints re. behaviour</li> <li>Ongoing behaviour correspondence</li> </ul>

## Isambard Kingdom Brunel Primary School – Communication Flowchart

### Tier 3

**Having followed Tier 1 and 2, if any matter needs further attention, it can be brought to the Headteacher. This can be organised through the school office**

**Headteacher and Designated Safeguarding Lead  
Mr Richard Healey**

Any escalated concerns can be raised with the Headteacher.

In addition to concerns escalated through Tiers 1 -2, the following queries can be raised directly with the Headteacher. Before requesting an appointment, please ensure that you have followed the steps in this flow chart.

- Issues which relate to Safeguarding concerns.
- Requests for school appeals or reference requests can be made directly to the Headteacher via the office.

### Tier 4

**Having followed Tiers 1-3, if the unfortunate situation arises where you are still not satisfied that your concerns have been successfully resolved our Chair of Governors, Mrs Denson, is available to offer further support.**

**Chair of Governors  
Mrs Denson**

To contact Mrs Denson directly, you need to access the appropriate form which is attached to our school's complaint policy. This is available to download from our school website. Alternatively, a printed copy can be obtained from the school office.

### **Guidelines for Parent and Staff Communication**

The purpose of this document is to serve as a general guide for ensuring effective communication between all stakeholders at IKB. Communication refers to both the sending and receiving of information, such as email and notes, and verbal communications such as telephone conversations and face-to-face meetings. In order to ensure a successful exchange of information, it is important that all parties follow a few key principles. These principles have been outlined below:

- Maintain respectful and open communication
- Always use a respectful and polite tone
- Request - don't demand

## Isambard Kingdom Brunel Primary School – Communication Flowchart

- Be ready not just to provide information, but to listen to the teacher/staff member’s observations and perspectives
- Enter the exchange with an open mind and assume a shared best interest for your child
- Be prepared to work collaboratively to solve problems
- Threats and/or inappropriate language will not be tolerated toward staff members

**Confidentiality** - Recognise that confidentiality may limit information that can be shared from school to parents, including consequences for other pupils’ behaviours.

**Time to Respond to Communication** - Teachers will make every effort to respond as soon as possible to parent communications, with the understanding that the teaching day sometimes precludes immediate responses. All concerns will be responded to within 48 hours. Be mindful that teachers and staff may need some time to collect needed information before responding.