



# Parents Communication Guide

December 2024

## General Communication By Telephone or Email

Communication from parents relating to learning, progress, issues, or concerns.

Contact Form Tutor or Subject Teacher

A response should be received within **3 working days**, a holding email to acknowledge receipt of email will be sent.

## Messages for Pupils

Telephone messages (i.e. change to school/home arrangements) or equipment/lunch/PE kits being dropped in for pupils.

Reception will send an electronic message to the members of staff teaching the pupil throughout the day, requesting that the pupil comes to the office to collect message/item.

Please do not call after **3pm** for messages to pupils, as we cannot guarantee they will be passed on in time.

## Response to letters received from parents.

Letters will be responded to in writing within **3 working days**. This letter will be either a pro-forma letter, a full response or an acknowledgement stating when a full reply should be expected.

Letters can be received and replied to by email.

## Parents request for a Meeting.

Any request for a meeting with a member of staff will be responded to as soon as possible, this will be arranged within 3 working days at a mutually agreed time and to take place in the school.

There is no guarantee that a member of staff will be available on demand, due to teaching commitments or pre-arranged meetings.

## Answerphone Messages

Answerphone messages left within school hours will be responded to as soon as possible. If the message is asking for a meeting with a member of staff, again this will be aimed to be arranged within 3 working days, at a mutually agreed time and to take place at school.

*Please treat our staff respectfully, calmly, and not in an inappropriate or aggressive manner.*



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## Who Do I Talk to If I Have a Concern?

General Questions or  
Well Being  
Form Tutor

Child's Learning  
Subject Teacher

Special Education Needs  
SEND Team

Attendance or Leave of  
Absence Requests  
Attendance Officer

School Lunches/Dinner  
Accounts/Uniform/Trips  
School Office

Health & Safety  
School Manager

Safeguarding Concerns

Designated Safeguarding Lead

If you think a child is in immediate danger, call the police on 999.

Immediate concern above a child call Central Bedfordshire Access & Referral Hub on 0300 300 8585.

*If you are not completely satisfied with the response received for your reason for contacting the school, this can be followed up by escalating your concerns, following the below flowchart.*

KS2 Team Years 5 & 6  
KS3 Team Years 7 & 8  
Wellbeing/Concerns

Head of Subject Department  
Learning/Curriculum

Senior  
Leadership  
Lead  
Behaviour

Senior  
Leadership  
Lead  
SEND and  
Inclusion

Senior  
Leadership  
Lead  
Teaching &  
Learning

Senior  
Leadership  
Lead  
Curriculum

Senior  
Leadership  
Lead  
Assessment  
& Progress

Senior  
Leadership  
Lead  
Wellbeing &  
Pupil  
Premium

Headteacher

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