



Great Clacton CE Junior 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 that aims to support both parents and staff and the opportunity to resolve issues efficiently and effectively. We endeavour to deal with any queries or concerns as quickly and as effectively as possible. However, there are occasions where staff roles determine that immediate correspondence is not possible, but please be assured that they will get back to you within a realistic timeframe.

Tier 1					
Tier 1 should always be used as 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.					
Tier 1	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; text-align: center;">Class Teacher</th> <th style="width: 50%; text-align: center;">Office Staff</th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top;"> <p>The following queries are to be raised with your child's class teacher in the first instance:</p> <ul style="list-style-type: none"> • School events information (please check newsletter/Weduc first) <ul style="list-style-type: none"> • Home learning queries • Behaviour issues/concerns <ul style="list-style-type: none"> • Learning concerns • Home/pastoral/friendship concerns </td> <td style="vertical-align: top;"> <p>The following queries can be dealt with directly through the office – either by email to office.gtclacton@dcvst.org, or phone:</p> <ul style="list-style-type: none"> • Last minute school events information/changes to usual school day (please check newsletter/Weduc first) <ul style="list-style-type: none"> • Reporting an absence • Giving in a form requesting a leave of absence (forms are in Reception) <ul style="list-style-type: none"> • Admissions • Club issues eg. spaces at a club or cancellation <ul style="list-style-type: none"> • Payment enquiries • Medication • Appointments • After School Club/Breakfast Club/Trip payments <ul style="list-style-type: none"> • General School Queries </td> </tr> </tbody> </table>	Class Teacher	Office Staff	<p>The following queries are to be raised with your child's class teacher in the first instance:</p> <ul style="list-style-type: none"> • School events information (please check newsletter/Weduc first) <ul style="list-style-type: none"> • Home learning queries • Behaviour issues/concerns <ul style="list-style-type: none"> • Learning concerns • Home/pastoral/friendship concerns 	<p>The following queries can be dealt with directly through the office – either by email to office.gtclacton@dcvst.org, or phone:</p> <ul style="list-style-type: none"> • Last minute school events information/changes to usual school day (please check newsletter/Weduc first) <ul style="list-style-type: none"> • Reporting an absence • Giving in a form requesting a leave of absence (forms are in Reception) <ul style="list-style-type: none"> • Admissions • Club issues eg. spaces at a club or cancellation <ul style="list-style-type: none"> • Payment enquiries • Medication • Appointments • After School Club/Breakfast Club/Trip payments <ul style="list-style-type: none"> • General School Queries
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If the matter is urgent, please contact the office and they will get a message to the teacher at the earliest convenience.

We appreciate that these lists are not exhaustive. If you are unsure of who to contact to help deal with your issue/concern, please contact the school office in the first instance. They will take some details from you and arrange for the most suitable person to get back to you.



Tier 2

If further support is required, the following members of staff are available to support in their specific areas as detailed below. Either a teacher, parent or a combination of the two can request a conversation/meeting with the member of staff most closely related to the nature of the concern. Again, these requests can be made through the school office or via the teacher with whom the original concern was raised.

Tier 2	Member of the Senior Leadership Team	Mrs Nunn (SENCo)	Mrs Davidson (Pastoral Lead and DSL) Mrs West
	<ul style="list-style-type: none"> • Escalated teaching and learning concerns • Initial complaints re teaching and learning in; <p style="text-align: center;">Lead Teacher (Years 3 & 6) -Mr Jones Lead Teacher (Years 4 & 5) -Ms Walker</p>	<ul style="list-style-type: none"> • Escalated SEND concerns • Initial complaints re. SEND concerns/practice • Information about SEND external agency referrals • Ongoing SEND correspondence 	<ul style="list-style-type: none"> • Parenting issues eg. routines, behaviour at home • Referrals for family support from external agencies <ul style="list-style-type: none"> • Escalated home/school anxiety issues



Tier 3

Having followed this flow chart through Tier 1 and Tier 2, if a matter needs further attention, it can be brought to the Head of School. This can be organised through the office or in collaboration with the member of staff currently dealing with the enquiry.

Tier 3	Mrs Finney (Head of School)
	<p>In addition to the concerns escalated through Tier 1 and Tier 2 and in line with our complaints policy, the following queries can be raised directly with the Head of School Mrs Finney;</p> <ul style="list-style-type: none"> • Issues which relate to safeguarding concerns* • Issues regarding significant poor behaviour outside of school <p>(*Mrs Davidson is the Designated Safeguarding Lead within school. Mrs Jones and Mrs Finney are Deputy Designated Safeguarding Leads.)</p> <p>If Mrs Finney is unavailable or there are serious concerns that need further support and involvement, the leadership team will consult with Mrs Jones at this point. Mrs Jones and Mrs Finney will also investigate Stage 2 complaints as appropriate. Concerns that cannot be resolved in school will then be addressed in line with our complaints policy which can be found on our website and hard copies can be requested from the school office.</p>

