



## COMMUNICATIONS WITH SCHOOL

At Sarratt Primary School, we are committed to building successful working partnerships with our parents and families. Part of this is maintaining clear communication between school and home in a range of ways. We have worked hard in recent years to enhance our methods of communication, so we thought it might be useful to clarify the ways you can get in touch so that you know who to approach to ensure you have your query dealt with effectively. It would be good to keep this sheet in a place as it contains important contact numbers and email addresses.

Your query	Who you need to talk to	How to get in touch
Anything to do with <b>your individual child</b> ... their progress, behaviour or something that has happened in school or on the playground.	<b>Your child's Class Teacher</b> is always the first port of call for any of these queries, they may then involve the Lower School or Upper School Leader if necessary (Mrs Whittaker and Mrs Serby).	<b>Make an appointment</b> via the office. Each teacher will have different times available due to after school clubs and meetings etc.
Anything to do with your <b>child's Special Educational Needs (SEN)</b> provision or any concerns the you may have about SEN.	The <b>SENCO</b> , Mrs Byrne (Mondays and Tuesdays only)	<b>Make an appointment</b> via the office
Any queries with <b>administration</b> , for example pupil records, dinner money, school trip payments etc.	<b>The Admin Team</b> , Mrs Presswell, Mrs O'Brien and Mrs Wyland	<b>Pop in, telephone or send an email</b> 01923 262003 admin@sarratt.herts.sch.uk
For queries about <b>fundraising</b> in school, such as ideas for events and to volunteer help.	<b>The SPA</b> , your class representatives	<b>Email</b> spa.chair@sarratt.herts.sch.uk
For <b>advice</b> on parenting, family life, finances, child care, out of school opportunities and support.	<b>Family Support Worker</b> , Georgina Howard	<b>Telephone or see the website</b> 01923 271744 <a href="http://www.kingslangley.herts.sch.uk/parents/extended_services">http://www.kingslangley.herts.sch.uk/parents/extended_services</a>
Any concerns regarding <b>child welfare</b> or family circumstance which we need to be aware of or to discuss serious issues or concerns.	<b>Head of School</b> , Mrs O'Hare <b>Deputy Senior Person</b> , Mrs Serby	For Mrs O'Hare please contact her via the school office.
Anything to do with <b>whole school issues</b> or ideas for the future,  Or if an issue has been previously raised with a class teacher and the Senior Leadership Team and remains unresolved.	<b>Senior Leadership Team</b> , Mrs Serby, Mrs Whittaker, Mrs O'Hare	<b>Make an appointment</b> via the office
<b>Messages</b> about medical appointments, childcare arrangements, who is collecting your child etc.	<b>The Admin Team</b> , Miss Presswell, Mrs O'Brien and Mrs Wyland	<b>Pop in, telephone or send an email</b> 01923 262003 admin@sarratt.herts.sch.uk
<b>School meals</b> , specific dietary requirements or allergies etc.	<b>The School Cook</b> , Mrs Rodney.	<b>Make an appointment</b> via the office.
Matters for the <b>Governing Body</b> , such as minutes from meetings or formal complaints.	<b>The Governing Body</b> , Chair of Governors, Julie Disdale.	<b>Email</b> admin@sarratt.herts.sch.uk
Any suggestions or questions regarding the <b>school website</b> .	<b>The Admin Team</b> , Miss Presswell, Mrs O'Brien and Mrs Wyland	<b>Email</b> admin@sarratt.herts.sch.uk

## PROTOCOLS FOR CONTACT BETWEEN PARENTS AND STAFF AT SARRATT CHURCH OF ENGLAND PRIMARY SCHOOL

Sarratt Primary School works closely with its parents and carers and greatly values the support we receive. We will always seek to make at least an initial response to any concerns within five working days during term time. We may need to investigate any concern and respond more fully later if appropriate or necessary. Staff are not expected to respond to requests in the evenings, at weekends or during school holidays unless it is an emergency, such as a child protection issue or bereavement. Please remember that some staff work part-time and may take longer to respond.

If it is an issue with a class matter, please speak to the **class teacher** first. They should always be your first point of call for concerns regarding your child. If you feel your issue is unresolved. Please make an appointment to see the Lower School Leader (Reception and KS1), Mrs Whittaker, or the Assistant Head of School and KS2 Lead, Mrs Serby.

In all correspondence between staff and parents, we ask both parties to be courteous at all times. Our staff are professionals and deserve to be treated with respect and dignity, even if there is a disagreement over the best way forward.