

Wigan St Andrews CE Primary School

Home to School Communication Policy

At St Andrews we pride ourselves on our excellent relationships with parents and carers. This policy outlines the procedure for the sharing of information from home to school.

1. If there is something regarding your child that you need the teacher to be aware of and/or keep a special eye on, **please e-mail or telephone the school office** and Mrs Swift will pass the message on to the child's class teacher as soon as possible.

Please note that during Covid restrictions we are not using the 'need to know now' forms which would normally be obtained from Mrs Swift in the school office. We are asking parents to telephone or email school instead.

2. If you wish to speak to the class teacher, you can contact the school office to request a call-back, to which the class teacher will respond as soon as they are practically able. **Note that parent/teacher meetings cannot currently take place due to Covid, so all appointments are conducted over the telephone.**

We believe in promoting a strong relationship between the child's parents/carers and their class teacher. This partnership is essential for the child's emotional, social and academic development. It is also important for their spiritual development because we are a church school, and the Christian values underpin everything we do. Therefore the class teacher must always be the first port of call for all the child's needs.

If the issue cannot be fully resolved by parents and class teacher working together, the class teacher will direct the parent towards a senior member of staff as follows:

Reception – Mrs Preston (SENco, Assistant Headteacher)

Key Stage One – Miss Taylor (Deputy Headteacher)

Key Stage Two – Mr Hoban (Head of Key Stage Two)

Sometimes it may be necessary to involve more than one of the above, for example if there was an SEN enquiry from Key Stage Two, then it would make sense for both Mr Hoban and/or class teacher and Mrs Preston to be involved if possible.

If, after intervention from all these practitioners, the situation is unable to be fully resolved, the next step is to outline the issue or concern as fully as possible (in writing) to Mrs Massey, the headteacher. At this stage it is essential to aim for clarity, whilst including as much detail as possible, to enable Mrs Massey to give the matter her fullest attention. She may need to speak with parents, if so **note that parent/teacher meetings cannot currently take place due to Covid, so all appointments are conducted over the telephone.** However, regardless of whether or not a conversation has taken place, Mrs Massey will reply in writing within three to five working days. If for some reason this target cannot be met (for example there may be a wait for outside agencies to be available) you will be informed in the meantime.

Finally if the issue or concern still remains unresolved, please contact the Chair of Governors; Mrs Jayne Donnellan in writing at the following address:

Mrs J Donnellan, Chair of Governors, Wigan St Andrew's CE Primary School, Mort St, Wigan WN6 7AU