

Beenham Primary School



Valuing ourselves. Valuing Everybody.

Communication Guidelines between Parents and School – 2020/21

We recommend that you keep this information in a safe place for future reference.

We hope these guidelines will ensure you know who and how best to contact someone at school about a question or concern that you would like to discuss. Approaching the right member of school staff will mean that we can deal with your enquiry more effectively.

If you do not feel that your question or concern has been answered or resolved satisfactorily via the route recommended, please contact the Headteacher or Chair of Governors via the school office or by email.

Contact Information

School Office: 01189 713397, office@beenham.w-berks.sch.uk

Headteacher: To be contacted through the school office or by email,
headteacher@beenham.wberks.sch.uk

Padraig O'Hannelly, Chair of Governors: To be contacted through the school office or by email,
pohannelly@beenham.w-berks.sch.uk

Email addresses for class teachers:

Sophie McBean: smcbean@beenham.w-berks.sch.uk

Nicola Edwards: nedwards@beenham.w-berks.sch.uk

Louise Cannings: lcannings@beenham.w-berks.sch.uk

| Type of question or concern | Person to contact | Means of communication |
|---|-------------------|--|
| Pastoral (e.g. friendship, mild illness that doesn't require absence from school) | Class teacher | By telephone before 8.15am, verbally at the end of school, by email to the class teacher or phone to make an appointment |
| Homework/reading books | Class teacher | By telephone before 8.15am, verbally at the end of school, by email to the class teacher or phone to make an appointment |
| Classroom incident or playground | Class teacher | By telephone before 8.15am, verbally at the end of school, by email to the class teacher or phone to make an appointment |

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| Change to the daily routine, e.g. a different adult will collect | Member of office staff | In person in the morning , by email or by phone during the day |
| Academic progress | Class teacher | Make an appointment via the office for a chat at the end of the day or a longer appointment at a Monday “Drop in session” |
| Confidential (e.g. change in home life, a serious medical issue | Headteacher | Make an appointment in person or by telephone via the office |
| Confidential (e.g. change in home life, a serious medical issue or a formal complaint) | Headteacher | Make an appointment in person or by telephone via the office staff or by direct email to the Headteacher |
| Quality of teaching and learning | Headteacher | Make an appointment in person or by telephone/email |
| Trips, clubs, lunches or to request extra copies of letters. | Member of office staff | General correspondence via the class admin basket or In person or by telephone/email for any queries |
| Illness or emergency absence from school | Member of office staff | By telephone before 8.40am on first day of absence |
| Planned absence from school | Headteacher | Holidays are not authorised except in extenuating circumstances. Holiday forms are available if you think your circumstance falls into that category |
| You wish to make a disclosure or pass on confidential information regarding another child or family | Headteacher | Make an appointment in person or by telephone via the office staff or by direct email to the Headteacher. |

General Notes

- Medication should always be brought directly to the office and handed to a member of staff.
- Each class has an admin basket which is taken to the office each morning by register monitors. Please place all your correspondence in envelopes (including Wolves Club bookings), clearly marked with your child’s name and send into school with your child. Alternatively email the school.
- Morning “meet and greet” in the cloakroom and afternoon “goodbyes” in the playground are great for greetings, goodbyes or celebrations but not for ‘concerns’. Please follow the guidelines above.
- Office staff/Teaching Assistants should not be contacted directly by parents regarding concerns or handing over important information about your child(ren). The Class teacher should be your first point of contact and they will delegate responsibilities to other members of staff if necessary.
- Before school starts, the phone is not always heard from the classrooms. However, the school answer machine is always on. Please leave a message and someone will call you back as soon as possible.
- If you need to contact the school during the holidays, urgent matters should be emailed to the Headteacher. Less urgent messages can be emailed to the school office and will be accessed when school starts.

*We would ask that you treat our members of staff with respect at all times and speak to them in a polite and courteous manner , as you would wish to be spoken to yourself. (see **Abusive, threatening and violent behaviour** policy)*

We would also ask that you don't speak in a derogatory manner about a member of staff to another member of staff.

September 2020