



Parent/Carer Communication Plan



General message about child/children

- Telephone message left for teacher with school office

Comment or concern

- Phone call with class teacher/video conference arranged
- If concerns are shared, teacher to be given the opportunity to address these

Initial Complaint

- Telephone appointment/video appointment made with Headteacher/Deputy Headteacher
- Leaders investigate complaint and then discuss findings and actions with parent/carer
- Action plan established and implemented

Sharing achievements and good news

- School Email Address
- Key Stage Email Address
- School Facebook Page
- Message via school office

Communicating issues with online learning

- Message left with school office for class teacher
- School email
- Key Stage email