Parent Communication Lines

Communication with parents is a crucial aspect of school. In recent parent surveys parents have described how they have been unsure of who to speak to and when. As a result, Mrs Trickett and the office team along with the SLT (Senior Leadership Team) and class teachers have designed a flow chart to simplify the process and ensure everyone is clear of who to speak to and when.

Some parents described how they would like to speak to class teachers in the morning. This won't be possible as teachers are in classrooms ready to start the learning as soon as the bell rings at 8.50am. If you have any urgent queries in the morning, please speak to the member of support staff who is on the playground ringing the bell or the school office.

TO REPORT ILLNESS

Phone office/answer machine by 9am every day

First day and every Monday must be by phone.
Other days may be text.

PARENT HAS A CONCERN

Call the school office and give child's name, class and a brief outline of your concern

Office log date and time concern raised and pass information to class teacher

Class teacher will acknowledge concern with parent within 48 hours. They may not be able to immediately resolve the issue and a further meeting or investigation may be required, but it will be acknowledged

Parent and class teacher meet at a mutually agreed time and discuss concern to resolve.

If after meeting the class teacher the parent feels the issue has not been resolved, please return to the office and ask to speak to your child's Stage Leader.

Mrs Majithia – Year 4, 5, & 6
Mrs Bailey – Early Years, Year 1, 2 and 3

If still unresolved, please raise again with the office for the attention of Mrs Trickett.

EMERGENCY/LAST MINUTE CHANGE OF COLLECTION DETAILS

Phone office before 3pm (leave a message if not answered)

Please do not use email or the School Gateway as these are not checked regularly enough

Maple Cross JMI
& Nursery School