

Rotherhithe Primary School Communications Procedure

Introduction:

We at Rotherhithe we want to make it easy for you to get in touch with any concerns or questions you might have. This procedure is outlined to make it clear and easy for parents to communicate with the school regarding any queries within the school. We hope this explains clearly the process for expressing concerns, and clarifies which member of staff is best placed to speak to you about given issues.

We understand the importance of a strong working relationship between parents and staff in supporting all of our children in their learning. In addition to these procedures, the Head of School (Lisa Christiansen), Executive Head (Galiema Amien-Cloete), and Deputy Head (Kellie Ansell) look forward to speaking to parents daily in the playground and at school entrances.

Safeguarding:

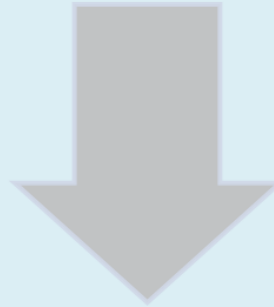
At Rotherhithe, it is of paramount concern that all of our children are happy and safe. If you have any concerns about the safety or wellbeing of a child, please speak to our Safeguarding and Intervention Officer, Shirley Walters or Head of School Lisa Christiansen. Both are in the main playground in the mornings and in the afternoons.

Chain of Communication

Class Teacher:

You should approach your child's class teacher, in person where possible, in the first instance, to discuss:

- * Home learning.
- * Social, academic, and personal progress.
- * Classroom and playtime incidents.
- * Organisational issues, e.g. lost property which is not in the Lost Property area.
- * Arrangements for end of day pick-ups and appointments.



Assistant Head Teachers (Georgina Hopper and Yasmin Begum and the EYFS coordinator Francesca Facciani)

For Nursery and Reception-Francesca

KS1: Years 1, 2 and 3, speak to Georgina

KS2: Years 4,5 and 6 speak to Yasmin

You should approach them by arranging an appointment via the office to:

- * Discuss ongoing concerns, or unresolved issues in the first instance before speaking to the Head of School



Head of School:

You should approach Lisa Christiansen (lisachristiansen@rotherhithe.southwark.sch.uk to discuss:

- * Unresolved issues after speaking to the class teacher and assistant head teachers or Early Years coordinator.
- * Cases of bullying.
- * Safeguarding issues as mentioned above.

Other Communication Needs:

We understand that you have a range of communication needs and are committed to positive communication. Please approach the members of staff below as outlined to discuss any appropriate issues.

Deputy Head Teacher:

(Kellie Ansell): in person or by email at kansell@rotherhithe.southwark.sch.uk

* Questions about the curriculum which are not answered on our website.

* If you would like to volunteer in school.

SENCO support teacher:

Mylinh Tu in person or by email at

mtu@rotherhithe.southwark.sch.uk

* Queries regarding additional needs your child may have.

Learning Mentor:

(Kofi or Constantina): in person or by telephone via the school office).

* Queries about behaviour support and social or emotional needs).

* To request leave

Attendance Officer:

(Janice Jones): in person or by email at

jjones@rotherhithe.southwark.sch.uk

* Attendance

* Request for authorised absences

PTA:

Dominique Phillips

dominiquerenn@gmail.com

* If you would like to join/support the PTA.

* To support with fundraising.

Breakfast Club: (Shirley Walters): in person or by email at

swalters@rotherhithe.southwark.sch.uk to discuss payment and places.

After School Club Lisa Christiansen

To discuss payment and places

The School Office:

The majority of other queries you may have, which are not answered on our website, are best dealt with by the school office in person, by telephone 0207 237 1586, or by email at office@rothehithe.southwark.sch.uk you could also speak to **Maxine Walters (PA to Head Teacher)**

This may include questions about school meals, updating contact details, absences or other points of which you wish to inform school.