

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 Senior Leadership Team 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 a member of the Senior Leadership Team; the Head of School (**Lisa Christiansen**), Executive Head (**Galiema Amien-Cloete**), Deputy Head Teachers (**Jenni O’Cofaigh & Kellie Ansell**) and **Georgina Hopper** (AHT). You will see them 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 the end of day pick-ups and appointments.

Assistant Head/Deputy Head Teachers: Georgina Hopper, Jennifer O’cofaigh and Kellie Ansell

For Nursery and Reception: Kellie Ansell

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

KS2: Years 4, 5 and 6 speak to Jenni O’cofaigh

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

(lchristiansen@rotherhithe.southwark.sch.uk) to discuss:

- *Unresolved issues after speaking to the class teacher and Assistant/Deputy Head Teachers
- *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 Teachers:

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

(Jenni O’Cofaigh): in person or by email at jocofaigh@rothehrithe.southwark.sch.uk

Any queries that you might have that was not resolved.

SENCO:

Jennifer Christobal in person or by email at jchristobal@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).

Attendance Officer:

(Janice Jones): in person or by email at jjones@rotherhithe.southwark.sch.uk

* Attendance

* Request for authorised absences

* Punctuality (lates)

PTA:

Alex Montgomery

By making an appointment via the school office

* 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 (Kay Turner)
Via the school office

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@rothehrithe.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.