

# 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), Deputy Head Teachers (Jenni O’Cofaigh & Kellie Ansell), Phoebe Matthews and Georgina Hopper (AHT) and Sue Davies (PPL) 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 the end of day pick-ups and appointments.

Assistant Head Teachers: Phoebe Matthews or Sue Davies (PPL)

For Nursery and Reception: Kellie Ansell

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

KS2: Years 4, 5 and 6 speak to Jenni

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

- \*Unresolved issues after speaking to the class teacher and assistant head teachers or Early Years coordinator.
- \*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](mailto:kansell@rotherhithe.southwark.sch.uk)

**(Jenni O’Cofaigh):** in person or by email at [jocofaigh@rothehithe.southwark.sch.uk](mailto:jocofaigh@rothehithe.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](mailto: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).

\* To request leave

### Attendance Officer:

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

\* Attendance

\* Request for authorised absences

### PTA:

**Dominique Phillips**  
[dominiquerenn@gmail.com](mailto: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](mailto:swalters@rotherhithe.southwark.sch.uk) to discuss payment and places.

**After School Club (Kay Turner)**

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](mailto: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.