

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 clearly explains 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 our children in their learning. Due to restrictions caused by Covid-19 communication will be more varied this academic year. Most conversations or appointments will be held either by telephone or virtually using Microsoft Teams. Face to face meetings will be avoided this half term. If parents require a face to face meeting, they will be requested to wear a face covering on entering school. SLT will still look forward to welcoming the children into school but will not be able to talk to parents or take messages at the gates.

Safeguarding:

At Rotherhithe, it is of paramount concern that all our children are happy and safe. If you have any concerns about the safety or wellbeing of a child, please email or telephone our Safeguarding and Intervention Officer, **Kofi Danquah** or a member of the Senior Leadership Team; the Head of School (**Lisa Christiansen**), Executive Head (**Galiema Amien-Cloete**), Deputy Head (**Kellie Ansell**) **Sue Davies** (Assistant Head Teachers) or Early Years Lead – **Helen Walsh**.

Chain of Communication

Class Teacher (Teachers will attempt to respond within 3 days)

You should email the class teacher 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.

Deputy or Assistant Head Teachers: Kellie Ansell or Sue Davies

For Nursery and Reception: Helen Walsh

KS1: Years 1, 2 and 3, speak to Kellie Ansell

KS2: Years 4, 5 and 6 speak to Sue Davies

You can email or telephone to arrange an online appointment via the office to:

Discuss any 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 Deputy or Assistant 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. You can contact these members of staff via email or by calling the school office to make an appointment to discuss any appropriate issues.

Deputy and Assistant Head Teachers

Kellie Ansell:

kansell@rotherhithe.southwark.sch.uk

Sue Davies:

sdavies@rotherhithe.southwark.sch.uk

Any queries that you might have that were not resolved.

Early years and year 2 SENCO -Matt Kenney

mkenney@rotherhithe.southwark.sch.uk

Year 3-6 SENCO- Jennifer Cristobal:

jchristobal@rotherhithe.southwark.sch.uk

* Queries regarding additional needs your child may have.

Learning Mentor:

(Lisa or Danielle): by telephone via the school office).

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

Safeguarding and Attendance

kdanquah@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:

Lisa Salkeld: by email at

lsalkeld@rotherhithe.southwark.sch.uk

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.