

Rotherhithe Primary School Communications Procedure- 2021-2022

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 the pandemic communication will be more varied again this academic year. Some conversations or appointments will be held either by telephone or virtually using Microsoft Teams. Face to face meetings will be avoided but are possible this half term. If parents require a face to face meeting, we are recommending parents wear a face covering but this is not compulsory. SLT will still look forward to welcoming the children into school but please be aware that we are unlikely to 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**, Assistant Head Teacher's (AHT) **Annalise Loughnan** or our Early Years Lead and Interim AHT- **Helen Walsh**.

Chain of Communication

Class Teacher (Teachers will attempt to respond to email communication within 3 days. Note emails will be read after school).

You should email the class teacher in the first instance or request an appointment 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.

Assistant Head Teachers: Annalise Loughnan and Helen Walsh

For Nursery and Reception: Helen Walsh

KS1 & 2: 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.

Assistant Head Teachers

Any queries that you might have that were not resolved.

Annalise Loughnan:

astorey7.210@lgflmail.org

Helen Walsh:

hwalsh@rotherhithe.southwark.sch.uk

Early years and year 1 SENCO -Matt Kenney

mkenney@rotherhithe.southwark.sch.uk

Year 2-6 SENCO- Jennifer Cristobal:

jcristobal@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).

See emails addresses below.

Safeguarding and Attendance

kdanquah@rotherhithe.southwark.sch.uk*

Attendance

* Request for authorised absences

* Punctuality (late)

PTA:

Alex Montgomery

By making an appointment via the school office

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

* To support with fundraising.

Attendance:

Lisa Salkeld-Townsley: by email at

lsalkeld@rotherhithe.southwark.sch.uk

Danielle Cooper-Perrott

dcooperperrott@rotherhithe.southwark.sch.uk

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@rotherhithe.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.