

Rotherhithe Primary School Communications Procedure- 2025-2026

Introduction:

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. Some conversations or appointments may be held either by telephone or virtually using Microsoft Teams.

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 Teacher- **Galiema Amien-Cloete**; Assistant Head Teacher (AHT) **Annalise Loughnan** or **Nina Hall**; **Jennifer Cristobal** - SENDCO

Chain of Communication

Class Teacher

You should speak to 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 Teacher or SENDCO: Annalise Loughnan, Nina Hall, Jennifer Cristobal

You can speak to the Assistant Head teacher or SENDCO direct or telephone to arrange an 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 or other leaders.

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 Teacher

Any queries that you might have that were not resolved by the class teacher.

Annalise Loughnan:

aloughnan@rotherhithe.southwark.sch.uk

Nina Hall:

nhall@rotherhithe.southwark.sch.uk

SENDCO

Jennifer Cristobal

jcristobal@rotherhithe.southwark.sch.uk

* Queries regarding additional needs your child may have.

Learning Mentor:

Lisa Salkeld-Townsley by telephone via the school office).

lsalked-townsley@rotherhithe.southwark.sch.uk

* Queries about behaviour support and social

If you have a safeguarding matter

safeguarding@rotherhithe.southwark.sch.uk

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:

Kofi Danquah

kdanquah@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@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.