

Ways to Communicate with School



In order to ensure that strong and effective lines of communication are upheld, we have produced this document as a guide to support our parents and carers. This guide is intended to inform parents/carers of who they should contact and communicate with in a variety of situations so that questions and queries are resolved efficiently.

This guidance document should be read alongside our Communications Policy. This is available on the school website or on request from the school office.

Any communication between parents/carers is always treated with confidentiality and sensitivity.

Who?	Role	What?	How?
Office Staff	To deal with day to day queries and support the effective running of the school	<ul style="list-style-type: none"> • Absences • Emergency (same day) change of pick up arrangement • Uniform queries • Extra-curricular club queries • Kids club- bookings, payment queries, invoices, childcare vouchers, holiday club • Lunch menus/payment • Music tuition queries e.g. who to contact • Nursery queries • Information sharing e.g. head lice, local incidents • Request meetings/telephone conversation with staff members • Complaints in writing • School money queries e.g. log in issues • Starting/joining school • Communication with staff/governing body members sent via email to be forwarded to relevant staff/governing body member 	<ul style="list-style-type: none"> ❖ Emails – admin@barkisland.calderdale.sch.uk ❖ Phone – 01422 823324 ❖ Letter ❖ In person ❖ Office Hours: The office is open from 8:30am – 4:30pm each day



Support Staff on the door - AM	Safeguarding system to welcome children into school and receive general messages/ information	<ul style="list-style-type: none"> • Staff on the door are available every morning to pass on brief information to appropriate staff members • If any medication has been taken before school please inform this member of staff (However, a Medical Form needs completing should more medication be needed in school – this is available on our school website or on request from the school office) • Notify door staff of any alternative pick-up arrangements 	<ul style="list-style-type: none"> ❖ In person ❖ Letter/note – to pass on ❖ Medical Forms
Pastoral Support Worker	To support children and families with pastoral issues or concerns	<ul style="list-style-type: none"> • Friendships/Relationships/Home/ family issues • Behavioural issues/concerns • Safeguarding issues /concerns <p>The Pastoral Support Worker is also one of the school's Deputy Designated Safeguarding Leads.</p>	<ul style="list-style-type: none"> ❖ Emails – admin@barkisland.calderdale.sch.uk ❖ Phone – 01422 823324 ❖ Letter/Note
Class Teachers	To be responsible for the effective organisation and management of learning activities and pastoral issues within the classroom setting	<ul style="list-style-type: none"> • Attainment and progress concerns/queries (that cannot wait until a Parents' Evening appointment) • Friendships/Relationships/Home/ family issues • Behavioural issues/concerns • Homework queries - where possible a note on the homework should be made and the class teacher will respond appropriately <p><i>All class teachers are usually available on the doors at the end of the school day for a brief discussion. If a meeting/telephone conversation is needed, this should be requested via the school office, it is beneficial if a brief overview of the issue is outlined from the initial communication. This enables issues to be resolved in a timely manner. All information shared is treated with confidentiality.</i></p>	<ul style="list-style-type: none"> ❖ Emails – admin@barkisland.calderdale.sch.uk ❖ Phone – 01422 823324 ❖ Letter/Note ❖ In person ❖ Notes can be made in Reading records, Planners & Homework

<p>Inclusion Manager</p>	<p>The role of Inclusion Manager is to oversee & co-ordinate all matters regarding; Special Educational Needs & Disability (SEND), Gifted & Talented (G&T) and Pupil Premium (PP) pupils</p>	<ul style="list-style-type: none"> Any initial queries regarding Inclusion should be directed to your child's Teacher (arrange an appointment via the office for this or at the end of the day if they are on the door) Class Teachers will speak with the Inclusion Manager if any further support is required If any further meetings with parents/carers are required to take place, the Inclusion Manager will contact parents/carers directly to arrange this 	<ul style="list-style-type: none"> ❖ Emails – admin@barkisland.calderdale.sch.uk ❖ Phone – 01422 823324 ❖ Letter ❖ In person
<p>Deputy Headteacher</p>	<p>The role of the Deputy Headteacher is to support the Headteacher in the day to day leadership and management of the school. In the absence of the Headteacher, the Deputy Headteacher assumes this role.</p>	<ul style="list-style-type: none"> Safeguarding issues/ concerns Bullying concerns If dissatisfied with a response/ action from a staff member Wider school issues <p>The Deputy Headteacher at Barkisland also holds the role of a class teacher, therefore it may be necessary to contact them as your child's class teacher. <i>Please refer to the class teacher section, if this is relevant to your circumstances.</i></p> <p>The Deputy Headteacher is also one of the school's Deputy Designated Safeguarding Leads.</p>	<ul style="list-style-type: none"> ❖ Emails – admin@barkisland.calderdale.sch.uk ❖ Phone – 01422 823324 ❖ Letter ❖ In person
<p>Headteacher</p>	<p>The Headteacher is the professional leader of the school. The responsibilities are to ensure that the school is run and managed effectively within the constraints of the budget and capacity of the resources available.</p>	<p><i>The Headteacher delegates the day-to-day organisation and management of classrooms and learning environments to class teachers. Your child's class teacher is usually best equipped to deal with questions/queries surrounding social development (e.g. friendship issues), emotional well-being, progress and attainment.</i></p> <ul style="list-style-type: none"> If dissatisfied with a response/ action from a staff member Wider school issues Bullying concerns Safeguarding issues/ concerns Governing Body queries As part of the complaints procedure (please see Complaints procedure which is available on our website or from the school office on request). <p>The Headteacher is also the school's Designated Safeguarding Lead.</p>	<ul style="list-style-type: none"> ❖ Emails – admin@barkisland.calderdale.sch.uk ❖ Phone – 01422 823324 ❖ Letter ❖ In person

<p>Governing Body</p>	<p>The role of the Governing Body is to focus on three strategic functions: *ensuring clarity of vision, ethos and strategic direction; *holding the Headteacher to account for the educational performance of the school and its pupils; *overseeing the financial performance of the school and making sure its money is well spent.</p>	<p>We are fortunate to have a strong Governing Body who regularly volunteer their free time to support the school in its duties.</p> <ul style="list-style-type: none"> • As part of the complaints procedure (please see Complaints procedure which is available on our website or from the school office). <p><i>The Governing Body are not expected to deal with individual issues or questions regarding the day-to-day management of the school. This should be taken up with relevant staff members.</i></p>	<ul style="list-style-type: none"> ❖ Emails – admin@barkisland.calderdale.sch.uk ❖ Phone – 01422 823324 <p><i>Via the School Office – please state ‘For the attention of The Chair of Governors’.</i></p>
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