



Communication Procedures

At Earlham we value good communication with parents and carers and know that the best results for children are achieved when home and school work together. We are always happy to talk about any concerns you may have, the vast majority of which can be resolved informally. If you have a query about anything that has happened at school, please follow the procedures below to ensure a speedy resolution.

- 1) The first point of contact should be the class teacher as they are most likely to be able to answer your question. If you would like to speak to them, please make sure you are at school on time in the morning and after school so you can ask them to make an appointment. Please note that they will not be able to talk to you in depth whilst they are with their class. Alternatively, you may ask the office to make an appointment for you.
- 2) Please be aware that, depending on the nature of your query, the teacher may need to find out further information so may not be able to provide a full answer at the first meeting. A second meeting can be arranged if required.
- 3) If the teacher cannot answer your query to your satisfaction, please make an appointment to speak to your child's phase leader or a member of the SLT (details on our website).
- 4) Should this fail to resolve your concern please refer to the school's complaints procedure, which is available on our website.
- 5) Our staff will always maintain a professional and respectful manner when communicating with you. Please note that we expect parents and carers to behave similarly in order to maintain positive relationships with the school and a safe environment for our employees. Aggressive or disrespectful behaviour will not help you resolve your concerns and may lead to further action from the school.