

Holy Trinity Church of England Junior School

Bute Road, Wallington, Surrey, SM6 8BZ

Telephone: 020 8647 7496

Email: office@holytrinityjuniorwallington.com

www.holytrinityjuniorwallington.com

Headteacher: Mrs S Gruffydd



Exemplary education for all, through God's amazing grace

Learning, Integrity, Dignity, Love, Confidence.

Learning together, as we journey with God in **Love**, we act with **Integrity**, treat others with **Dignity** and grow in **Confidence**.

2.10.20

Dear Parents,

Re. dealing with queries or concerns – reminder of school policy.

As reported in the newsletter, the term has begun really positively overall. The vast majority have settled very well indeed and are coping well with resuming the learning routines in a school. Some have needed support to build stamina for the school week and some have needed to be reminded of the expectations of behaviour within a school environment. All of this was expected, resulting in the conclusion that the vast majority are coping very well.

However, there have been some situations that have arisen that have caused concerns about communication, so I would like to ensure that everyone is aware of the school policy for communication about queries or concerns so that everyone goes forward in a more helpful way.

It has been good to welcome everyone back and chat at the gates and in the playground. The partnership between the parent and the school is integral to the ethos and mission of our Church of England school and should be characterised by a **mutual respect** by which parents feel they are able to bring their concerns to the attention of someone in the school, with the expectation they will be listened to and their concerns addressed. When we are aware of concerns, they are taken seriously and we act on them. Equally, staff should be treated with respect and we have an agreed means of communication.

Before school

There is a member of SLT at the gate each morning as the school day begins at 8.45a.m. (or the staggered start times for this year). The purpose of this is to greet the children; gauge if everyone is settled as they come in or provide support for those who may need it. If there are quick pieces of information to be passed on, i.e. that can be dealt with in under 5 minutes, it is appropriate to do so at this time.

Staff bring children out at the end of the school day.

The main purpose of this is to ensure that the children are given safely to their grown up so that they can go home; class teachers may then return to their classrooms to carry on with their work. Exit starts at 3.25pm and should be finished by 3.35pm at the latest, (or the new staggered times this year).

Teachers and parents may wish to exchange short pieces of information. ***This may be positive information, or may be a query or may be a concern. This should take no more than five minutes.***

If the concern or discussion is to take longer, then

- a) The teacher will:
Request a mutually agreeable time to meet with the adult (or phone).



Sustainable Travel
Accredited and Recognised
Sustainable level 2010



PROUD TO BE A
MUSIC MARK
SCHOOL



Holy Trinity Church of England Junior School

Bute Road, Wallington, Surrey, SM6 8BZ

Telephone: 020 8647 7496

Email: office@holytrinityjuniorwallington.com

www.holytrinityjuniorwallington.com

Headteacher: Mrs S Gruffydd



Exemplary education for all, through God's amazing grace

Learning, Integrity, Dignity, Love, Confidence.

Learning together, as we journey with God in Love, we act with Integrity, treat others with Dignity and grow in Confidence.

b) The parent will:

Request a meeting with the teacher, (or phone call in the current situation) where the teacher will check availability and ask the office to support in liaising to make this happen, or send an email to the school office, clarifying the query in a respectful manner. (Office at Holy Trinity C of E Junior School: office@holytrinityjuniorwallington.com)

The query or request to meet will be responded to by email or phone call within 48 hours.

This is because staff have teaching commitments, training and a range of other meetings that they have to attend. Staff wish to provide parents with *necessary information*; it must be understood that the information may not be available immediately.

NB It is not acceptable for ANY heated discussion to take place in the playground. Emotional responses may be understandable but concerns should be dealt with in a calm and respectful manner. Staff will deal with behaviour issues as explained in the behaviour policy.

If there is a concern from school over a child's behaviour or wellbeing, e.g. query regarding a consequence that a child has received, or a concern with one child's behaviour towards another, then, within the confines of the behaviour policy (i.e. a letter home for a 20 min RR), a phone call to parents if a child has been hurt, a phone call to parents if there is a concern re. bullying, inequality or safeguarding, including attendance, then:

- a member of staff will contact the parent to discuss the concern.
- The designated safeguarding lead or one of the deputy safeguarding leads will contact the parent to discuss the concern.

If there is a concern from an adult over a child's behaviour, e.g. query regarding a consequence that a child has received, or a concern with one child's behaviour towards another, then:

- The parent should address their query to the most appropriate member of staff via a concise query given to the office staff in person, on the phone, or an email to the school office which can be passed to the member of staff. NB for time in RR of less than 20 minutes, the reasons for this are detailed in the behaviour policy. It is not appropriate, necessary or feasible for staff to explain every R and R to a parent, unless we see repeating patterns of concern, in which case we will contact parents for discussion.

Staff will respond via email or phone call within 48 hours, as above.

We accept and expect that there will be issues to discuss through the year, because we are involved in learning processes. I want to be very clear right at the beginning of the year that I expect these discussions to be held in a *mutually respectful* manner. We never want to use it, but every school has the right to ban parents from the school premises if it is necessary.

Thank you for your co-operation.

Mrs Gruffydd



Sustainable Travel
Accredited and Recognised
Sustainable level 2010



PROUD TO BE A
MUSIC MARK
SCHOOL

