Communication Flow Chart for Parents/Carers

Safeguarding

Is it a highly confidential safeguarding matter concerning a child or a change in circumstance at home which could have an impact on your child or children?

Please phone the office between the hours of 8am – 4.30pm or e-mail the office F.A.O – Mrs Naylor/Mr Clark.

You will receive a response within 24 hours during the working week.

General Enquiries

Is the enquiry about information regarding a school trip, forest school, sports event, lost uniform etc?

Speak to the class teacher or class teaching assistant at drop off (8.40am) or pick up (3.15pm). Alternatively, send an e-mail via the Year group emails.

Learning

Is the enquiry about your child's learning?

Speak to the class teacher at drop off (8.40am) or pick up (3.15pm) to discuss the issue or book an appointment. Alternatively, send an e-mail via the Year group emails.

Incident / Concern

Is it based on a concern or an incident which has occurred?

Speak to the class teacher at drop off (8.40am) or pick up (3.15pm) to discuss the issue or book an appointment. Alternatively, send an e-mail via the Year group emails.

All e-mail enquiries will be acknowledged within 2 working days.
You may be offered a phone call or in person meeting to find a resolution.
It is our aim to find a mutually agreeable resolution to the issue within 5 working days.

If a meeting is arranged, Mr Owen (our SENCo) may attend.

A Phase leader may attend the meeting as well:
Class teachers in EYFS
Mrs Witham – Years 1 and 2
Mr Watkin – Years 3 and 4
Miss Bradley – Years 5 and 6

Office

Please e-mail or phone the office if you require additional information on the following (this is not an exhaustive list):

- Breakfast club or schools out
- Illness
- Payment of trips
- Uniform
- Caterlink
- Arbor queries
- Free School Meals

Year Group Emails

EYFS@eastbrook-academy.org
Year1@eastbrook-academy.org
Year2@eastbrook-academy.org
Year3@eastbrook-academy.org
Year4@eastbrook-academy.org
Year5@eastbrook-academy.org
Year6@eastbrook-academy.org

Complaints About Staff Members

If there is a concern or a complaint about a specific staff member, we request that you email the school office where a member of the Senior Leadership Team (Mr Owen, Mrs Naylor, Mr Clark) will contact you to discuss ways forward. There will be an acknowledgment within 2 working days and a resolution within 5 working days.