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This document is intended to ensure that communication is directed to the right people and that any queries or issues you may have can be dealt with effectively by our staff team. The staff at Escrick C of E Primary School value every member of our school family and aim to provide both a high-quality education and a safe and happy learning environment. These positive relationships are modelled by adults and communication between the school and parents should reflect our CORE values – in particular, respect.

**Escrick C of E Primary School**

**Communication Guidance**

If you have a longer query:

For example, if you need support with homework or would like to discuss their progress or behaviour.

You can contact Mrs Gibson in the office to make an appointment with the class teacher.

What to do if you have a question, query or concern.

**Voicing concern**

Friendship issues, suitability of work/homework, unhappy.

**Minor Query**

Homework deadline, missing book, date of trip.

First actions:

Ask your child, read the newsletter, visit our school website, check for a text or email, or look in your child’s planner/reading record.

Children should be encouraged to tell the class teacher of any issues during the school day to avoid leaving the situation unresolved when they leave school for the day.

Before school, teachers and staff are busy preparing resources and activities for the day. We ask that you respect this preparation time, unless you have a prearranged appointment.

If your question is still unanswered:

Write a note in your child’s planner and ask them to show the class teacher. You should receive a response the same day.

Speak to the class teacher briefly at home time.

First actions:

Speak to your child about the details of their feelings/events in question.

Arrange an appointment to speak to the class teacher to resolve this issue.

If you feel the issue has not been adequately/promptly resolved, then make an appointment with the Headteacher to discuss the matter further.

The class teacher, or another member of staff, may be invited to be present at this meeting.

If you have concerns regarding bullying, racism, misconduct or child protection an appointment should be arranged with the Headteacher

Messages to the Headteacher should be sent via [admin@escrick.n-yorks-sch-uk](mailto:admin@escrick.n-yorks-sch-uk)