



## Who should I speak to?

### Class Teachers:

- ✓ Homework questions or concerns
- ✓ Lost property (once you have checked the lost property drawers located in the KS2 corridor)
- ✓ Incidents or worries relating to your child in school/class
- ✓ General questions about your child's learning
- ✓ Classroom or curriculum related matters
- ✓ Class trip information (not related to payments)
- ✓ SEND queries or concerns

### School Office:

- ✓ Pupil absence notifications
- ✓ Requests for absence (e.g. holidays , exceptional circumstances)
- ✓ Medical appointments during the school day
- ✓ Changes to pupil collection arrangements
- ✓ Medication information and administration
- ✓ First Aid enquiries or updates (Medical Tracker)
- ✓ Payment help or enquiries
- ✓ Arbor/School Money help or enquiries
- ✓ A formal complaint is being raised in line with the school's complaints procedure in the first instance should be shared via email with the office, so that it can be directed to the most appropriate member of staff



## How to contact us:

Email: [enquiries@st-laurence.derbyshire.sch.uk](mailto:enquiries@st-laurence.derbyshire.sch.uk)

Telephone: 01159728469

Via class Dojo – messages received by class teachers during the school day or after 5pm will be responded to at the next appropriate non-teaching time

Face to face:

Class teachers 3.15pm or by prearranged appointment

Office 7.30am - 3.30pm

Headteacher – by prearranged appointment

SENDSCO – by prearranged appointment

## Headteacher:

Requests to meet with the Headteacher/Deputy Headteacher should only be made after appropriate concerns have first been raised with the relevant member(s) of staff and where these have not been resolved effectively, or where the matter relates to a safeguarding concern.

- ✓ The matter relates to safeguarding (this can also be discussed with Mr Hallam, Miss Thomasson or Miss Ross)
- ✓ There are significant pastoral or welfare concerns impacting a pupil
- ✓ A serious incident has occurred involving a pupil or member of staff

This approach ensures concerns are addressed at the correct level and allows issues to be resolved as quickly and as fairly as possible



## **SENDCO:**

- ✓ Queries regarding EHCP/SPOA or other paperwork that cannot be answered by class teachers
- ✓ Queries regarding SEND provision

Due to an increased teaching commitment, Miss Ross will now only be routinely available for parent appointments on a Friday afternoon. She may arrange meetings at other times; however, these will only be when she has availability and are urgent. EHCP reviews and meetings with professionals will remain as before.

## **Appointments With Staff:**

To ensure staff can give appropriate time and attention to pupils and are not taken away from the classroom, we are not able to always accommodate last-minute requests to meet with staff/class teachers, unless the matter is a safeguarding concern where a member of our safeguarding team will be made available.

In the first instance for any query, you will need to book a meeting with your child's class teacher before this can be escalated to a member of SLT or Headteacher, unless it is a safeguarding concern.

If you wish to speak to a member of staff regarding your child, please contact the school office or use Class Dojo to arrange an appointment. This helps us prepare and ensures conversations are meaningful and focused.