

## Parent and carer communications 2022-23

At Billesley Primary school we are committed to productive and respectful communications with parents, carers and families.

### Face to Face communications

If you have any questions or requests about your child, first of all please speak with your child's class teacher or teaching assistant. In the vast majority of cases we will be able to answer your question and respond to your request there and then. Class teachers and teaching assistants are in the playground and available every day before and after school.

In addition to this, the senior leadership and pastoral teams are available on the playground before and after school if you would like to speak to them.

### Face to Face meetings

If your question or request requires more than a quick conversation in the playground, you can arrange a meeting with the relevant member of staff. You can do this either by speaking with them directly in the playground or by calling the school office 0121 6752800 and requesting a meeting. Our aim would be to meet you within 5 working days.

### Telephone communications

You may have a question that can't wait until you are next in the playground and that you feel needs answering immediately. In these instances, please call the school office 0121 6752800. If our office team is unable to help you, your message will be forwarded to the correct person. If the required person is unavailable, they will return your call as soon as possible; our aim would be to do so on the same school day. Please bear in mind if your call is later in the day, we may return your call the following school day.

### Email communications

If you would prefer to email your question or request, please direct your email to [enquiry@billesleyschool.co.uk](mailto:enquiry@billesleyschool.co.uk). Your email will then be forwarded to the relevant person. Our aim would be to respond to your email within 5 working days. We will do this by either speaking with you in the playground, by telephone or arranging a face to face meeting.

Parents and carers are asked to **not** email members of staff directly and should not expect a response if choosing to do so.

### SEND communications

If your question or request relates to your child's special educational need, then please speak with Mrs Butler or Mrs Lanchester in the playground. Alternatively you can email them directly on [senco@billesleyschool.co.uk](mailto:senco@billesleyschool.co.uk). Our aim would be to respond to any email within 5 working days.

### Concerns and complaints

If you are unhappy with the outcome of any communications and wish to share your concerns further, then please speak with a Vice Principal: Miss Iqbal (EYFS) Mr Hudson (Y1,2,3) or Mr Hook (Y4,5,6). If after doing so, you think that your concern remains unresolved still, and you wish to make a complaint, then please see our *concerns and complaints* policy on the school website. A paper copy of our *concerns and complaints* policy is available upon request. Please speak to a member of our office team.