

How Priory School communicates with families

At Priory we believe good communication is achieved when:

- The interests and voice of your child are central to every conversation
- Communications are clear, direct and focused on facts
- Addressing issues proactively wherever possible
- Being solution-focused
- Staff have regular contact and well-balanced relationships with families

We would like families to know:

- Who to contact about specific questions/issues
- Timescales for the school responding
- When families should make appointments with staff

How we communicate with families:

- Arbor via In App messages, Letters, Priory Press, E mail
- Phone calls
- Letters
- ILP/Reports and Parents Evenings
- Meetings
- Website
- School Facebook Page
- Coffee Mornings

If there is an immediate need to communicate something, e.g. medication for a sore toe, difficulty getting on the taxi, family emergency, this can be communicated to the school by phone, leaving a message with office staff.

I have a question about.....	Who you need to talk to
My child's learning/class activities/lessons	Your child's form tutor/subject teacher
My child's wellbeing/pastoral support	School office/form tutor/assistant head teacher/senior assistant head teacher/family support team
Payments	School office
School trips	School office/form tutor/trip leader
Uniform/lost and found	School office/form tutor
Attendance	School office

Absence requests	Head of School, request form via School office
Bullying and behaviour issues	Form tutor/assistant head teacher
School events/school calendar	School website/office/form tutor
Annual review/PEP	SEND services
Safeguarding concerns	Lead DSL or alternates
School policies	School website
Medical needs	School office/Medical Officer
Family Support	School Office/Lead DSL/Family Support Worker
Residential	School Office/Residential Manager

If you have a general question about school, upcoming events, trips, day to day occurrences, this can be discussed with the form tutor, via Arbor or requesting a call back. You should expect to be contacted by the end of the next working day.

If your question is relating to a specific lesson/subject area, please raise this with the form tutor so that they can speak to the relevant staff and get back to you with the information you need. You should expect to receive this information by the end of the next working day.

If you require further support following the response from the tutor, you can request contact from the Assistant Headteacher (AHT) in charge of the Key Stage. Again, you can request a call back or contact via Arbor. The AHT will contact you by the end of the next working day.

If you require further support following the response from the AHT, you should ask for contact from the Head of School. This is likely to happen within the working day.

In the unlikely event that the Head of School has been unable to give you the assistance you require, please contact the school office to request contact from the Regional Director of SEND and Outdoor Learning. A response will normally be received within 48 hours.