

## Hingham Primary School Communication Flow Diagram



We encourage resolution by informal means wherever possible. Understand there are always multiple perspectives of a situation. Your view or perception may be from your child's perspective

### Communication

#### Ask about something:

homework, a child's worry, school work

#### Tell us something:

something happening at home, a change

#### Most communication will be with the school office or the class email.

Telephone the **school office** (01953) 850304 or **email the office** [office@hingham.norfolk.sch.uk](mailto:office@hingham.norfolk.sch.uk) to inform us of a change or something we need to know. If it is a change in pick up arrangement, **phone and leave a message**.

For queries about things to do with your child, their class or some learning, please email the **class email**.

Be aware staff are teaching and will respond when they can, within 3 working days.

### Concern

#### Raise a concern about behaviour, learning, progress or friendships

#### Initially contact the class teacher using the class emails.

The class teachers have most daily contact with your child and will know most about what is happening. They are the person in the position to influence change, reassure or understand. Again, they will respond within 3 working days.

**If the concern remains** after a period agreed with the teacher, then contact a member of the senior leadership team via the school office email.

This may lead to a phone conversation or meeting to understand further what isn't working.

**Please note: this will not be offered unless you have attempted to resolve with the class teacher first.**

### Complaint

**A complaint** is when an issue cannot be resolved informally.  
**This is a last resort.**

#### Share details about the complaint

Initially email the school office to describe the nature of the complaint or use the template attached to the complaints policy.

#### Next steps may include:

- Acknowledgement of receipt
- A meeting to discuss further details
- Investigation by the appropriate person
- Exploration of what has already been done to resolve (if appropriate)

**A written response will be sent outlining the above and any resolution.**

#### If the complaint remains unresolved:

- Refer to the Complaints policy
- Write to the Chair of Governors who will investigate actions
- This may lead to a complaints panel