

St John the Baptist Catholic Primary School

Communications Flowchart

Class Teacher
Share quick messages about homework or class activities
On the playground before or after school

Class Teacher
To arrange a meeting or phone conversation
Email the school office
We will aim to respond within 2 days

SENCO
Mrs Horrell
Email the school office or SENCO email address
We will aim to respond within 2 days

Head of Key Stage
*KS1 – Mrs Pearson
KS2 – Mr Downing*
Email the school office
We will aim to respond within 2 days

Outcome
The response received will depend on the nature of the request/issue.
1. A personal phone call
2. A face-to-face or virtual meeting
3. A formal email response

Headteacher
Mrs Whatley
Email the school office
We will respond within 2 days.
Complaints will be responded to under the terms of the Complaints Policy

Outcome
The response received will depend on the nature of the request/issue.
1. A personal phone call
2. A face-to-face or virtual meeting
3. A formal written response by email
4. A written report
5. Delegation to another member of staff if more appropriate

In the absence of Headteacher
DHT - Mrs Pearson will reply to enquires sent to the headteacher
Email the school office
We will aim to respond within 2 days

Designated Safeguarding Leads
*DSL – Mrs Whatley
DDSL – Mrs Pearson, Mrs Nawn, Mr Downing*
Communications which relate to a safeguarding/child protection incident or concern will be responded to as soon as possible

Contacts
office@st-john-andover.hants.sch.uk
SENCO@st-john-andover.hants.sch.uk
01264 361 806