

### Communication Guidelines between Parents/Carers and School

We hope that the following guidelines will ensure that you know who and how best to contact someone at school about a question or concern that you would like to discuss. A member of staff is always on duty first thing from 8.40am on the playground and can be approached with information. Email communication is an extremely important and effective tool for communication but please allow up to 3 working days for a full response. We do, however, aim to deal all enquiries swiftly and effectively and approaching the right member of staff will mean this can be further improved.

<b>Type of question or concern</b>	<b>Person to contact</b>	<b>Means of communication</b>
<ul style="list-style-type: none"> <li>• Academic Progress</li> <li>• Pastoral (eg friendships)</li> <li>• Maths, English - Shared learning</li> <li>• Spellings/ Reading</li> </ul>	Classteacher	By telephone before 8.40am (school office staff will then pass on messages), verbally at the end of the school day or phone to make an appointment
<ul style="list-style-type: none"> <li>• Playground incident/ Academic progress</li> </ul>	Classteacher or Team Leader	Make an appointment via the office or in person at the end of the day
<ul style="list-style-type: none"> <li>• Change to daily routine</li> </ul>	Classteacher or School Office	In person in the morning or by phone during the day
<ul style="list-style-type: none"> <li>• Special Educational Needs</li> </ul>	SENco	Make an appointment via the office phone or email
<ul style="list-style-type: none"> <li>• Trips, Clubs, lunches, sporting fixtures, copies of letters</li> </ul>	School Office in the first instance	In person or by telephone/ email
<ul style="list-style-type: none"> <li>• Illness or absence from school</li> </ul>	School Office	By telephone before 9am on first day of absence
<ul style="list-style-type: none"> <li>• Confidential (eg change in homelife, serious long term medical issue or formal complaint)</li> <li>• Quality of teaching and learning</li> </ul>	Headteacher	Make an appointment via the office phone or email
<ul style="list-style-type: none"> <li>• Long Lane PTA event</li> </ul>	Chair or Vice Chair of PTA	By email or letter given to school office or Official Facebook page
<ul style="list-style-type: none"> <li>• Governor information</li> </ul>	Chair or Vice Chair of Governors	Email or make an appointment via the office, or in person

School Office: 0118 9427187, office@longlane.w-berks.sch.uk

Mr. P. Thorne, Headteacher and Infant Team Leader: headteacher@longlane.w-berks.sch.uk

Mrs. K. Ayres, Deputy Headteacher and Junior Team Leader: kayres@longlane.w-berks.sch.uk

Mrs T. Smyth, Special Educational Needs Co-ordinator (SENDco)

Chair of Governors to be confirmed