



Fairlawn Primary School Contact Information and Communications Procedure

Introduction:

We at Fairlawn want to make it easy for you to get in touch with any concerns or questions you might have. This procedure is a response to parental feedback on the communication chain for queries within the school. We hope this explains clearly the process for expressing concerns, and clarifies which member of staff is best placed to speak to you about given issues.

We understand the importance of a strong working relationship between parents and staff in supporting all of our children in their learning. In addition to these procedures, the Headteacher (Ms Ryans), Executive Head (Miss Brumby), and Deputy Head (Mrs Clark) look forward to speaking to parents daily in the playground.

Safeguarding:

At Fairlawn, it is of paramount concern that all of our children are happy and safe. If you have any concerns about the safety or wellbeing of a child, please speak to the Head of School and Safeguarding Officer, Ms Hania Ryans.

Chain of Communication:

Class Teacher:

You should approach your child's class teacher, in person where possible, in the first instance, to discuss:

- * Home learning.
- * Social, academic, and personal progress.
- * Classroom and playtime incidents.
- * Organisational issues, e.g. lost property which is not in the Lost Property area.

Phase leaders

Year 1, and 2, this is **Miss Rachel Whitely** and for Key Stage 2: years 3, 4, 5, and 6, this is **Mr Steven Aldridge**. You should approach them by arranging an appointment via the office to:

- * Discuss ongoing concerns, or unresolved issues.

Headteacher

You should approach **Ms Hania Ryans** (hryans@fairlawnschool.net) to discuss:

- * Unresolved issues after speaking to the class teacher and assistant head teacher.
- * Cases of bullying.
- * Safeguarding issues as mentioned above.

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Other Communication Needs:

We understand that you have a range of communication needs and are committed to positive communication. Please approach the members of staff below as outlined to discuss any appropriate issues.

Deputy Head Teacher:

(Mrs Kim Clark: in person or by email at kclark@fairlawnschool.net)

- * Questions about the curriculum which are not answered on our website.
- * If you would like to volunteer in school.

Assistant Head, SENCO/Inclusion Manager:

(Mrs Emily Bruggy: in person or by email at ebruggy@fairlawnschool.net).

- * Queries regarding additional needs your child may have.

Learning Mentor:

(Ms Sharon Powley: in person or by telephone via the school office).

- * Queries about attendance.
- * To request leave

Music Teacher:

(Miss Emily Fellows: in person or by email at efellows@fairlawnschool.net).

- * Questions about musical instruments and lessons.
- * To arrange assembly performances.

PTA:

(Mr Matt Parsonage: in person or by email at pta@fairlawnschool.net).

- * If you would like to join/support the PTA.
- * To support with fundraising.

Breakfast Club: **(Mrs Julie Moxey:** in person or by email at jmoxey@fairlawnschool.net) to discuss payment and places.

After School Club **(Mrs Jan Cook:** in person or by email at jcook@fairlawnschool.net) to discuss payment and places.

The School Office:

The majority of other queries you may have, which are not answered on our website, are best dealt with by the school office in person, by telephone on 020 8699 7948, or by emailing Michelle Pay at admin@fairlawnschool.net This may include questions about school meals, updating contact details, change of pick up arrangements, absences or other points of which you wish to inform school.

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A range of useful information can also be found on our school website www.fairlawn.lewisham.sch.uk