

## Fairlawn Primary School Communications Procedure

### Introduction:

At Fairlawn, we 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 the following procedures, Head teacher (Ms Ryans), Executive Head (Ms Brumby), Deputy Head (Dr. Canniford) and Assistant Head (Mrs Bruggy) will be available to speak to parents 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 Designated Safeguarding Leads, Ms Hania Ryans or Mrs Bruggy.

### Who should you contact?

#### **Class Teacher:**

In the first instance, you should contact your child's class teacher via email or via the school office, 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:**

- \* EYFS - **Ms Fellows (efellows@fairlawnschool.net)**
- \* KS1 (Years 1 and 2) - **Miss Whitely (rwhitely@fairlawnschool.net)**
- \* LKS2 (Years 3 and 4) - **Mr Aldridge (saldridge@fairlawnschool.net)**
- \* UKS2 (Years 5 and 6) - **Mrs Dhillon (ldhillon@fairlawnschool.net)**

You can contact them via email or by arranging an appointment via the office to discuss ongoing concerns, or unresolved issues.

#### **Headteacher**

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

- \* Unresolved issues after speaking to the class teacher and phase leaders.
- \* Cases of bullying.
- \* Safeguarding issues as mentioned above.

## 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:

**Dr Canniford:** in person or by email at [jcanniford@fairlawnschool.net](mailto:jcanniford@fairlawnschool.net)

\* Questions about the curriculum which are not answered on our website.

### Assistant head SENCO/Inclusion Manager:

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

\* Queries regarding additional needs your child may have.

### Office Manager: Michelle Pay

(in person or by telephone via the school office).

\* Queries about attendance.

\* To request leave

### Music Teacher:

**Ms Fellows:** via email at [efellows@fairlawnschool.net](mailto:efellows@fairlawnschool.net)

\* Questions about musical instruments and lessons.

\* To arrange assembly performances.

### PTA:

**(The PTA Committee** by email at [pta@fairlawnschool.net](mailto: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](mailto:jmoxey@fairlawnschool.net)) to discuss payment and places.

**After School Club (Mrs Jan Cook:** in person or by email at [jcook@fairlawnschool.net](mailto: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 emailing Michelle Pay at [admin@fairlawnschool.net](mailto:admin@fairlawnschool.net) or Fran Marbaix at [fmarbaix@fairlawnschool.net](mailto:fmarbaix@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.

A range of useful information can also be found on our school website [www.fairlawn.lewisham.sch.uk](http://www.fairlawn.lewisham.sch.uk)