



Crossgates Nursery Communication Flowchart

At Crossgates we value and encourage good communication between ourselves and parents/carers. Effective communication allows any issues and queries to be resolved efficiently and effectively. We endeavour to deal with any queries or concerns as quickly as possible.

The table below clarifies whether the communication requires the attention of your child's class teacher or the school office.

<u>Key Worker</u>	<u>School Office</u>
<p>The following queries should be raised with your child's Key Worker in the first instance;</p> <ul style="list-style-type: none">• Behaviour issues/concerns<ul style="list-style-type: none">• Learning concerns• Home/pastoral/friendship concerns<ul style="list-style-type: none">• Reporting an appointment<ul style="list-style-type: none">• Medication/injuries• Another adult is picking up your child	<p>The following queries are dealt with by the school office;</p> <ul style="list-style-type: none">• Reporting an absence
<p><u>Ways to Communicate</u></p> <ul style="list-style-type: none">• Seesaw• Email - crossgatesps.enquiries@fife.gov.uk	<p><u>Ways to Communicate</u></p> <ul style="list-style-type: none">• Phone - 01383 602452• Email - crossgatesps.enquiries@fife.gov.uk

We appreciate that these lists are not exhaustive. If you are unsure of who to contact to help deal with your issue/concern, please contact the school office in the first instance; they will take some details from you and arrange for the most suitable person to get back to you.

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The table below clarifies **how we communicate with you**. Email is our main form of communication but we also have many other ways we share the work of the school.

<p style="text-align: center;"><u>Email (Groupcall)</u></p> <ul style="list-style-type: none"> • This is our main form of communication. We use email to share essential information and updates. <p style="text-align: center;"><u>Text (Groupcall)</u></p> <ul style="list-style-type: none"> • Your child has not registered at nursery. <ul style="list-style-type: none"> • Nursery closure notifications. 	<p style="text-align: center;"><u>Phone</u></p> <ul style="list-style-type: none"> • If your child is unwell. • If a member of staff would like to discuss a concern about your child. <p style="text-align: center;"><u>Website</u></p> <ul style="list-style-type: none"> • https://blogs.glowscotland.org.uk/fi/crossgatesps/ <ul style="list-style-type: none"> • Nursery policies. • Staff information. • Dinner menu. • Parent Council/PTA information. • Nursery improvement information.
<p style="text-align: center;"><u>Facebook @crossgatesps</u></p> <ul style="list-style-type: none"> • Sharing learning activities. • Celebrating achievements • Weekly update with reminders for the week ahead. <p style="text-align: center;"><u>Twitter @crossgatesps</u></p> <ul style="list-style-type: none"> • Sharing information from our learning partners such as Beath High School, Fife Active Schools etc. 	<p style="text-align: center;"><u>Seesaw (App)</u></p> <ul style="list-style-type: none"> • Sharing learning activities. • Celebrating achievements. • Nursery specific information.

If your email address or phone number changes or you stop receiving emails/texts from us please contact the school office. Thanks