

Crossgates Primary School 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>Class Teacher</u>	<u>School Office</u>	<u>Senior Leadership Team</u>
The following queries should to be raised with your child's class teacher in the first instance: • Behaviour issues/concerns • Learning concerns • Home/pastoral/friendship concerns • Questions regarding school trips • To make an appointment to speak with class teacher.	The following queries are dealt with by the school office: • School events information • Reporting an absence • Reporting an appointment • Issues with extracurricular clubs • Payment enquiries • Medication/injuries • Another adult is picking up your child • Parents night queries	The following circumstances may require a conversation with a Depute Headteacher. A phone call or appointment can be made through the school office: • Child Protection matter • Private family circumstance • Escalation of a concern after it has been explored with the class teacher.
<u>Ways to Communicate</u> • Seesaw • Email - crossgatesps.enquiries@fife.gov.uk	<u>Ways to Communicate</u> • Phone - 01383 602452 • Email - crossgatesps.enquiries@fife.gov.uk	<u>Ways to Communicate</u> • 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.