

Dog Kennel Hill Primary School Communications Procedure

Introduction:

We at Dog Kennel Hill want to make it easy for you to get in touch with any concerns or questions you might have. This procedure, outlined below, is to make it clear and easy for parents to communicate with the school regarding any queries. 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 Head of School (Linda Hillier), Executive Head (Galiema Amien-Cloete), and Deputy Headteacher (Natalie Melehi) look forward to speaking to parents in the playground and at school entrances. If you have concerns about your child, you should speak to your child's class teacher including any SEND.

Safeguarding:

At Dog Kennel Hill, 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 our Safeguarding Lead, Sarita Thomas; Head of School, Linda Hillier or Deputy Headteacher, Natalie Melehi. They are in the main playground in the mornings and in the afternoons.

Chain of Communication

Class Teacher:

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

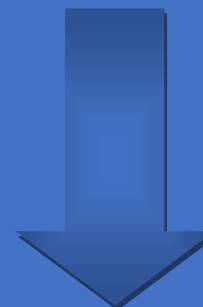
- Home learning
- Social, academic and personal progress
- Classroom and playtime incidents.
- Organisation issues, e.g. lost property which is not in 'Lost property Area'
- Arrangements for end of day pick-ups and appointments
- SEND concerns



Key Stage Leaders:

Nursery and Reception- Ms Rachel Kearns
KS1 (Years 1 and 2)- Ms Barbara Ghezzi
Lower KS2 (Years 3 and 4)- Mrs Marie Kelly-Roberts
Upper KS2 (Years 5 and 6)- Ms Louise Gaster

You should approach them by arranging an appointment via the Office to discuss ongoing concerns, or unresolved issues in the first instance before speaking to the Head of School



Head of School:

You should approach Linda Hillier to discuss unresolved issues after speaking to the class teacher and Key Stage Leaders or Early Years Co-ordinator.

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-SENCO:

Ms Natalie Melehi in person or by email at school@dkh.southwark.sch.uk

- Queries regarding additional needs your child may have.
- Safeguarding concerns

Safeguarding Lead:

(Mrs Sarita Thomas): in person or by email at school@dkh.southwark.sch.uk

- Attendance
- Request for authorised absences
- Punctuality (lates)
- Behaviour and Safety
- Safeguarding concerns

Breakfast Club:

- Application forms available from the School Office to discuss payment and places.

After School Club

- **Mrs Sarita Thomas** to discuss payment and places

Learning Mentors:

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

- Queries about behaviour support and social or emotional needs.

Friends of DKH:

- If you would like to join/support the Friends of DKH.
- To support with fundraising.
- They can be contacted at: friends@dkh.southwark.sch.uk

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 0207 2741829, or by email at office@dkh.southwark.sch.uk You could also speak to **Ms Suzanne Cook** or

Ms Tracy Stewart (Admin Assistants)

This may include questions about school meals, updating contact details, 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.dkh.org.uk