

Dog Kennel Hill Primary School (Covid -19) Interim Communication Procedure

Introduction:

We understand and value the importance of a strong working relationship between parents and staff in supporting our children in their learning. Due to restrictions caused by Covid-19 communication will be more varied this academic year. Most conversations or appointments will be held either by telephone or virtually using Microsoft Teams. Face to face meetings will be avoided this half term. If parents require a face to face meeting, they will be requested to wear a face covering on entering school and we will observe social distancing procedures while on site. SLT will still look forward to welcoming the children at the start and end of the day but will not be able to have discussions with parents or take messages at the gates.

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 is outlined to make it clear and easy for parents to communicate with the school regarding any queries within the school.

Safeguarding:

At Dog Kennel Hill, it is of paramount concern that all our children are happy and safe. If you have any concerns about the safety or wellbeing of a child, please email or telephone our Safeguarding and Intervention Officer, **James Komeh** or a member of the Senior Leadership Team; Executive Head (**Galiema Amien-Cloete**), Deputy Heads (**Natalie Melehi & Barbara Ghezzi**) **Racheal Kerns (EYFS) and Thomas Newman (YR4,5&6)** (Assistant Head Teachers)

Chain of Communication

Class Teacher (Teachers will attempt to respond within 3 days)

You should email the class teacher 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.

Deputy or Assistant Head Teachers:

For Nursery and Reception: Rachel Kearns

KS1: Years 1, 2 and 3, speak to Barbara Ghezzi

KS2: Years 4, 5 and 6 speak to Thomas Newman

You can email or telephone to arrange an online appointment via the office to:

Discuss any ongoing concerns or unresolved issues in the first instance before speaking to the Executive Head

Executive Head:

You should contact Mrs Galiema Cloete

head@dkh.southwark.sch.uk to discuss:

- *Unresolved issues after speaking to the class teacher and Deputy or Assistant Head Teachers
- *Safeguarding issues as mentioned above.

Other Communication Needs:

We understand that you have a range of communication needs and are committed to positive communication. You can contact these members of staff via email or by calling the school office to make an appointment to discuss any appropriate issues.

Deputy and Assistant Head Teachers

Natalie Melehi:
nmelehi@riverhillfederation.onmicrosoft.com

Barbara Ghezzi:
bghezzi@riverhillfederation.onmicrosoft.com

SENCO - Rachel Brett:

rbrett@riverhillfederation.onmicrosoft.com

* Queries regarding additional needs your child may have

* EHCP Plans

Student Welfare Offices:

Ms Comfort Acheampong and Ms Krystal Jackson (via the school office or call).

* Queries about behaviour support and social or emotional and mental health needs.

Safeguarding and Attendance

James Komeh
jkomeh@riverhillfederation.onmicrosoft.com

Attendance

* Request for authorised absences

* Punctuality (lates)

* Any Safeguarding Concerns

Early Years – Rachel Kearns Assistant Head

rkearns@riverhillfederation.onmicrosoft.com

* Queries regarding additional needs your child may have

* Queries regarding settling in

* Queries around EYFS

Breakfast Club and After School Care:

Treetops:

www.treetopsclubs.co.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 274 1829, or by email at school@dkh.southwark.sch.uk. You can also speak to **Carrie Lucas (Office Manager)** telephonically.

This may include questions about school meals, updating contact details, absences or other points of which you wish to inform school.