

Primary School

COMMUNICATION TREE – EXAMPLES

These examples of possible parent questions/concerns, and who to go to, may help you. They are intended as a guide only, not a complete list.

ENQUIRY/IDEA/ISSUE	WHO SHOULD I TALK TO FIRST?	IF I WANT TO TAKE IT FURTHER, WHO SHOULD I GO TO?
I have a great idea for a fund-raising activity OR I would like to help with a school event	PSG (any member)	
I am concerned about the amount of ESL teaching and support my child receives	CLASS TEACHER	Janine Peters, ESL COORDINATOR THEN Nicola Cooper, DEPUTY HEAD OF ACADEMICS (responsible for teaching and curriculum content)
I don't understand what IPC is	CLASS TEACHER	Suzanne Spedding, IPC COORDINATOR THEN Nicola Cooper, DEPUTY HEAD OF ACADEMICS (responsible for teaching and curriculum content)
What is in the maths programme?	CLASS TEACHER	Lily-Ann Coughlan, MATHS COORDINATOR THEN Nicola Cooper, DEPUTY HEAD OF ACADEMICS (responsible for teaching and curriculum content)
I think my child's homework is too easy / too difficult	CLASS TEACHER	Nicola Cooper, DEPUTY HEAD OF ACADEMICS (responsible for teaching and curriculum content)
I am worried my child might have dyslexia	CLASS TEACHER	Alison Smeets, SEN COORDINATOR
I am concerned my child isn't getting enough exercise OR I want to know what is included in the gym programme	CLASS TEACHER	Carla Robinson, H&W COORDINATOR THEN Nicola Cooper, DEPUTY HEAD OF ACADEMICS (responsible for teaching and curriculum content)
I have a problem with my child seeing something on the internet	CLASS TEACHER	Peter Wijnker, ICT COORDINATOR THEN Janet Harwood, DEPUTY HEAD OF ADMIN. & PASTORAL CARE (responsible for Computer Use Policy)

I want to change my child's afterschool programme	Anya Peeters PD CLUBS COORDINATOR	
My child is being bullied by other children in his/her class OR My child is upset by the behaviour of others in the playground	CLASS TEACHER	Dorinne Lemmens, SCHOOL COUNSELLOR (she can work with a child individually or with a group or whole class e.g. using circle time) THEN Janet Harwood, DEPUTY HEAD OF ADMIN. & PASTORAL CARE (responsible for Behaviour Policy)
My child is not sleeping at night / is wetting the bed OR I have a confidential issue about parenting	Dorinne Lemmens SCHOOL COUNSELLOR OR Catherine Copeland HEAD OF PRIMARY	
My partner is going to be away / works away for long periods of time (my child may be upset, I may have practical issues)	Catherine Copeland HEAD OF PRIMARY	Dorine Lemmens, SCHOOL COUNSELLOR
I can't pay my tuition fees this month OR I think there is a mistake on my tuition fees invoice	Gonnie Crawford FINANCIAL BURSAR	Catherine Copeland, HEAD OF PRIMARY
There is a loose paving stone in the playground and I am concerned for safety	Janet Harwood DEPUTY HEAD OF ADMIN. & PASTORAL CARE (responsible for Safety & Repairs)	
I have a question about the direction and/or future of the school	Geoff Fisher HEAD OF UWCM	
I am disappointed with the parking arrangements	Geoff Fisher HEAD OF UWCM	
There is nowhere to have a private conversation with a member of staff OR There is nowhere for parents to meet	Geoff Fisher HEAD OF UWCM	
Any other issues, in particular those not raised elsewhere	Geoff Fisher HEAD OF UWCM	