



**Oakhill Primary School
Communication Chart 2015-16**

Contact Details

The school office can be contacted by telephone between 8.00am and 5.00pm on weekdays.

Please note that all correspondence to school leaders should be submitted in writing, in a named, sealed envelope, rather than by email so as to ensure it reaches the appropriate person and confidentiality is not compromised.

Postal Address	Telephone	Email
Oakhill Primary School Alders Avenue Woodford Green Essex IG8 9PY	020 8527 3309	school@oakhill.waltham.sch.uk

Messages, Queries, Concerns	Person to Contact
If your child is absent from school...	Please notify the school office each day of absence either by telephone on 020 8527 3309 or in person. Please note that this notification does not guarantee that absences will be authorised.
If you have a quick message for your child's teacher about collection arrangements, health concerns, home learning...	Talk to your child's teacher on the playground; all teachers are outside every morning and afternoon. Urgent messages may be left at the school office if you do not get a chance to speak to the teacher.
If you would like to talk about your child's learning progress...	Make an appointment to meet with your child's teacher. If, following your discussion you would like more information, make an appointment to meet with the Head of School.
If you are concerned about social behaviours or bullying...	Make an appointment to meet with your child's teacher. If, following your discussion you would like more information, make an appointment to meet with the Head of School.
If you would like to discuss something related to your child's teacher...	Make an appointment to meet with the Head of School.
If you would like to discuss your child's special educational needs....	Make an appointment to meet with the SENCO.
If you have a parentpay query or require a username & password, payment barcode or card...	Enquiries can be made to the school's Receptionist. If you require support to access the site, please contact the Office Manager.

If having followed the above the steps above, your question or concern is not resolved, please make an appointment with the school office to meet with the Head of School – Angie Bull or Deputy Headteacher- Liz Brandon.

If you would like to contact the Governing Body directly, they may be contacted in writing via the school office. All correspondence must be sealed and addressed to the Chair of the Governing Body, Debbie Strowbridge.

Points of Contact



Prue Barnes
Executive Headteacher



Angie Bull
Head of School & SENCO



Liz Brandon
Deputy

Oakhill Primary School
Parent/Carer Concern

Child's Name:	Class:
Parent/Carer Name:	Contact Telephone Number:
What is the concern?	

Who have you met with?	Position					Name	Date of meeting	
	Class Teacher	<input type="checkbox"/>						
	School Leader	EYFS <input type="checkbox"/>	1/2 <input type="checkbox"/>	3/4 <input type="checkbox"/>	5/6 <input type="checkbox"/>			
	Other	<input type="checkbox"/>						

What was the outcome of your meeting(s) with staff members

Requires escalation to Head of Schools/ Deputy Head of Schools?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
---	---------------------------------	--------------------------------

Print Name: _____ Sign (Parent/Carer): _____
Date: _____

Appointment with Head of Schools/ Deputy Head of Schools			
Date		Time	

Outcome/Action Taken