Home-School Communication at Riccall Community Primary School 2026-27

We want to be able to solve any problems and issues that relate to your child at school as soon as possible to take away any worries that you may have. Most concerns can be most quickly resolved by talking to the most appropriate person. This communication flow chart outlines who this will be and how to contact them.

To ensure effective communication, a few key principles should be understood and followed by all parties:

- Enter the exchange with an open mind and assume a shared best interest for your child
- Use of a respectful and polite tone
- Be ready not just to provide information but to listen to observations and perspective
- Be prepared to work collaboratively to solve problems
- Recognise that confidentiality may limit information that can be shared from school
- Understand that all concerns will be responded to but the nature of the teaching day may preclude immediate responses and that staff may also need time to collect information to address the concern fully.

Tier 1: This is the first point of contact between families and school, The table below clarifies whether the communication requires the attention of your child's class teacher or whether the school office can respond. Teachers are available most days after school and appointments can be made by contacting the school office (by e-mail, phone or in person) or by speaking to your child's teacher before or after school to arrange an appointment. While quick messages can be passed on verbally in the morning before school, we ask that parents kindly respect the fact that the teacher needs to be with the class to start the day effectively. With all requests for appointments, we will aim to respond to queries within two school days, if not sooner.

Class Teacher	School Office
Concerns with learning/academic progress Home/pastoral/friendship concerns Behaviour concerns	School events information (please check school calendar and website first) Reporting an absence or attendance queries Payment enquiries Medication/injuries Appointments Lunch enquiries

Tier 2: If further support is required, the concern can escalate to collaborate with other members of staff

SENDCo Mrs Kelly Zacharenko	Mental Health & Wellbeing Mr Stephen Flatman
Escalated SEND concerns Ongoing SEND correspondence Concerns around SEND practice	Concern over mental health Thrive questions

Tier 3: Having followed Tier 1 & 2, if a matter needs further attention, it can be brought to the Headteacher.
In addition to concerns escalated through Tier 1 & 2, the following queries can also be raised directly with the Headteacher through making an appointment.

- Safeguarding concerns
- Escalated behaviour concerns
- Escalated concerns about learning/academic progress, including SEND concerns
- Escalated concerns over pastoral issues including mental health
- Attendance concerns

Tier 4: Having followed Tier 1, 2 & 3, the school complaints policy should be followed. Please see the school website for details of the school complaints policy: https://www.riccallprimary.co.uk/wp-content/uploads/2024/10/Riccall-CP-School-Complaints-Policy-2024.pdf

The school also has a policy on Managing Serial and Unreasonable Complaints
https://www.riccallprimary.co.uk/wp-content/uploads/2024/11/Managing-serial-and-unreasonable-complaints-policy-2023.pdf