



Together we love to learn  
and learn to love

## **St. Mary's C.E. Infant School**

### **Communication Guide**

St Mary's staff and governors recognise that parents/carers can have lots of questions and occasionally worries. At St Mary's we have an open door policy and we are always happy for you to come and talk to us to discuss any questions, raise your concerns or give us positive feedback.

If you have questions about teaching and learning or concerns about your child please do talk to your child's class teacher. If you need to talk to the class teacher for more than a few minutes please ask to meet with them after school.

Our school website and weekly newsletters contain lots of information; many of your questions may be answered by checking these. We also provide up-to-date information on notices in the playground, the entrance to school and outside individual classrooms.

If you have further questions about the day to day running of the school, school events or other matters of administration, Mrs. Costley and Mrs. Lee in the school office will always be happy to help you. You can drop in and see them at the start or end of the school day, or you can ring them at any time during school hours.

Mrs Grier, our Headteacher, is also available for you to talk to. If you have spoken to your child's class teacher and still have concerns or unanswered questions please do make an appointment to speak to Mrs Grier.

School governors can be contacted via the school office. Parent governors can usually be found in the playground at the start and end of the school day, information about parent governors can be found on the school website. They are happy to listen to your ideas and to point you in the direction of an appropriate member of the school staff to discuss any questions.

Whilst the staff and governors at St Mary's aim to address concerns quickly and informally, very occasionally you may have concerns that you feel require more formal attention. St. Mary's school follows the Local Authority Complaints Policy, a copy of which can be found on our website. If you wish to raise a formal complaint you should put your complaint in writing, address your letter to The Clerk to the Governors and hand your letter in to the school office. You will receive an initial response to your letter within 5 working days.

We are a friendly and listening community at St Mary's and we hope that whether your concern is big or small you will not hesitate to take one of the many opportunities provided to speak to us.