



Together we love to learn  
and learn to love

# St Mary's C.E. Infant School

## Communication Guide

St Mary's CE Infant school is committed to inspiring every individual. We embed the Christian value of love across school life because we believe that a person who feels loved, secure and happy can flourish.

We encourage everyone to achieve their potential, develop their talents, celebrate their uniqueness, and rejoice in their relationships with others.

*“Do everything in love”*

1 Corinthians 16:14

At St Mary's we place great value on our partnerships between home and school and the wider community. Through our Christian vision, we seek to welcome all our families. We know that through open communication, based on dignity and respect, our school community can work together to enable the flourishing of all. We recognise and understand that families will have questions and occasionally worries, therefore 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. We also have 'Drop-In' sessions every Tuesday between 3.00pm-3.30pm where staff are available. This is an opportunity for you to share some exciting information from home or to raise a concern in an informal way. We do recognise that for some parents this may not be a convenient day or time, so our usual appointment system is also still available should you wish to speak to your child's class teacher.

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 the noticeboard in the playground 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 Mr Whittaker in the school office will always be happy to help you. You can pop 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.