

Complaints Policy

(communication with parents)

Revised: June 2020
Review date: As appropriate

Covid 19 appendix

School is now open to Key Worker and Vulnerable children, with reception, nursery, year 1 and year 6 due to return over the course of this month.

Due to changes in usual practice, parents and carers will not be allowed onto the school premises making some of our normal communication channels impossible. For example, staff members may not be able to communicate with parents / carers at drop off and pick up times due to it being time limited and in a socially distanced way.

Therefore any communication that would usually be done in person as stated in the policy may have to be done on the telephone, although following the same procedures.

Where staff need to report accidents and incidents these will be communicated on the telephone, if not at the drop off and pick up point.

Additional communication channels are in place for parents including for those who are key workers and have vulnerable children. These channels include:

- Telephone calls to / from Inclusion lead
- Direct email access to deputy headteacher for management of Free School Meals and Key worker / Vulnerable children registration
- Continued weekly newsletter
- Updated information on the website
- Call from class teachers every two weeks
- Google drive messaging
- Texts and emails