



# St Joseph's Communication Flowchart



Step 1

Class Teacher or  
Office



Step 2

Assistant Principal  
Mrs Buckley or  
SENDCO  
Mrs Hickman

Step 3

Principal  
Mrs Chapman

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 if the school office is more appropriate.

Teachers are available most days after school and appointments can be made by contacting the school office.

If further support is required, Mrs Buckley is available.

This can be organised through the school office or in collaboration with the teacher currently dealing with the query.

For SEN specific queries, Mrs Hickman can support.

Having followed Steps 1-2, if a matter needs further attention, it can be brought to Mrs Chapman.

This can be organised through the school office or in collaboration with the member of staff previously involved.

Anything of an urgent safeguarding matter can be brought straight to Mrs. Chapman.

“At St Joseph's we work, learn and grow together guided by Jesus' teachings”



# St. Joseph's Communication Flowchart



Step 1

Class Teacher or Office

Class Teacher

- School events information (please check diary dates first)
  - Home learning queries
  - Behaviour issues/concerns
    - Learning concerns
  - Home/pastoral/friendship concerns
  - Concerns regarding academic progress

Office Staff

- School events information/ changes to usual school day
- Reporting an absence / Attendance / Holiday queries
  - School Clubs
  - Payment queries
  - Medication/injuries
    - Appointments
    - Dinner queries

Step 2

Assistant Principal / SENDCo

Assistant Principal

- Escalated behaviour concerns
- Initial complaints re. behaviour
- Ongoing behaviour correspondence

SENDCo

- Escalated SEND concerns
- Initial complaints re. SEND concerns/practice
- Ongoing SEND correspondence
- Parent and Family support

Step 3

Principal

Principal

In addition to concerns escalated through Steps 1-2, the following queries can be raised directly with Mrs Chapman.

- Issues which relate to Safeguarding concerns.
  - Requests for school appeals or reference requests can be made directly to the Mrs Chapman via the office.
  - Before requesting an appointment, please ensure that you have followed the steps in this flowchart.
- NB. Anything that would normally be raised with Mrs Chapman can be raised with Mrs Buckley in her absence.