SJS Communication Pathway for Parents and Carers

Sir John Sherbrooke Junior School

Step 1.
Parent/Carer to call or email the school office. If the query cannot be dealt with immediately by the office team, it will be passed to the class teacher in the first instance who will respond within 2 school days.

Non-urgent

Step 2.
Query passed to class teacher who will respond within 2 school days.

Resolved

Step 4.
Teacher to log the actions taken and response time.

Step 5.
SLT to monitor response times and feed this back to parents.

Unresolved

Step 3.
Class teacher to inform the Deputy Head Teacher or SENCO who will respond within 2 school days.

Resolved

Unresolved

Urgent

Outcome
If the query is urgent, it may be passed directly to the Deputy Head or SENCO to resolve.

Resolved

DHT/SENCO to log the actions taken and response time.

Unresolved

Outcome
Deputy-Head/SENCO to inform the Head Teacher who will respond within 2 school days.

Resolved

Unresolved

Outcome
Escalation to the next stage .