



# St. Mark's Communication Flowchart



## STEP 1

**CLASS TEACHER  
OR  
OFFICE**



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 (by email, phone, Dojo or in person).

## STEP 2

**ASSISTANT  
PRINCIPAL / SENDCO  
MRS DYKES**



If further support is required, Mrs Dykes 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, direct Dojo message or email Mrs Dykes.

## STEP 3

**PRINCIPAL**

**MRS LINLEY**



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

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. Linley.

**“Proudly and joyfully, we love, live and learn as God's children.”**





# St. Mark'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 queries
- School Clubs including wrap around care
  - 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 Linley.

- Issues which relate to Safeguarding concerns.
- Requests for school appeals or reference requests can be made directly to the Mrs Linley 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 Linley can be raised with Mrs Dykes in her absence.**