



Coleham Primary School

For every child, an Excellent Education

Greyfriars Road, Shrewsbury, Shropshire, SY3 7EN

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Headteacher: Ms C Jones

5th November 2018

Dear Parents/Carers,

CONTACTING SCHOOL

I would like to remind all parents/carers of some important procedures relating to contacting us here at school, should you have any concerns or want to discuss a school related matter. As you know, we have an open door policy here at school and we encourage you all to come in and talk to us if you have worries or concerns or if you just want to give us some feedback to help us move forward.

Given the size of our school, it is very important that we have procedures in place relating to communication between parents and school staff. Therefore, if you have a concern about your child or you would like to discuss anything to do with your child, please contact your child's class teacher first. The best time to have a chat is after school, as all class teachers are out on the playground dismissing the children. Alternatively, please ring the school office to make an appointment.

Each phase has a phase leader, a member of staff who forms part of our Senior Leadership Team. You may contact the relevant phase leader if you believe that your concern is serious and cannot be dealt with by the class teacher. Please contact phase leaders by making an appointment at the school office. A list of the phase leaders is given below for your information.

Phase Leaders

- Mrs Rowley, EYFS Leader
- Mr Larkham, Acting Deputy Headteacher and KS 1 Leader
- Mrs Brazier, Years 3 and 4 Leader and Deputy Head teacher (Mrs Brazier is off school currently, so please contact Mr Larkham or Ms Jones in her absence)
- Mr Edwards, Years 5 and 6 Leader

If you are still unhappy, then you can contact the school office to make an appointment to come in and see me.

Mrs Field, our SENDCO, is available should you wish to discuss your child's Special Educational Needs and Disabilities. Again, please contact her via the school office or email her directly at sendco@colehamprimary.co.uk.

Miss Othen, our School Business Manager, is on hand to talk to any parents who might have concerns about Health & Safety, Premises, ICT, Security, Breakfast & After School Club, Catering, School Policies and

Procedures and Data Protection. Please contact her via the school office or email her directly at businessmanager@colehamprimary.co.uk.

Mrs Hilbert, our Administration Manager, is available to talk to any parents about Admissions, Free School Meals, Payments, Trips, Clubs and Music Tuition. Please, also, contact her via the school office or email her directly at admin@colehamprimary.co.uk.

Mrs Davies is our school Health Co-ordinator. She is available to talk to any parents about their child's medical conditions, Individual Health Care plans, asthma and allergies. Please contact her by making an appointment at the school office or by emailing her directly at davies.j@colehamprimary.co.uk.

Finally, if your child works with the Pastoral Care Team (Mrs Nash or Miss Mills) or you need some family support and advice, you may want to make an appointment to see them or speak with them. Once again, please contact the school office to do so or email Mrs Nash directly at nash.k@colehamprimary.co.uk. Mrs Nash and Miss Mills are Designated Safeguarding Leads in school, so if you have a Safeguarding concern please speak with them immediately.

I hope that this letter makes clear our communication procedures. Our contact details are also available on the school website. Please also be aware that the administration staff will ask you the nature of your concern, if you are ringing to make an appointment with a member of staff. It really helps us to know in advance of meetings what the matter is about, so that we can fully prepare ahead of the meeting.

Yours sincerely,



Claire Jones
Headteacher