

Wheldrake with Thorganby CE Primary School

Communication Guidance

This document is intended to ensure that communication is directed to the right people and that any queries or issues you may have can be dealt with effectively by our staff team. The staff at Wheldrake with Thorganby CE Primary School value every member of our school community and aim to provide both a high-quality education and a safe and happy learning environment. These positive relationships are modelled by adults and communication between the school and parents should reflect our values – in particular, respect.

Minor Query
Homework deadline,
missing book, date
of trip.

What to do if you have a question,
query or concern.

Voicing concern
Friendship issues, suitability
of work/homework,
unhappy.

First actions:

Ask your child, read the newsletter, visit our school website, check for a text or email, or look in your child's planner/reading record.

First actions:

Speak to your child about the details of their feelings/events in question.

Arrange an appointment via an email to Mrs Butterfield to speak to the class teacher to resolve this issue.

If your question is still unanswered:

Write a note in your child's planner and ask them to show the class teacher. You should receive a response the same day.

Speak to the class teacher briefly at home time.

Before school, teachers and staff are busy preparing resources and activities for the day. We ask that you respect this preparation time, unless you have a prearranged appointment.

Children should be encouraged to tell the class teacher of any issues during the school day to avoid leaving the situation unresolved when they leave school for the day.

If you feel the issue has not been adequately/promptly resolved, then make an appointment with the Miss Miller to discuss the matter further.

The class teacher, or another member of staff, may be invited to be present at this meeting.

If you have a longer query:

For example, if you need support with homework or would like to discuss their progress or behaviour.

You can contact Mrs Butterfield in the office.

If you have concerns regarding bullying, racism, misconduct or child protection an appointment should be arranged with the Headteacher

Messages to the Headteacher should be sent via wheldrake.school@york.gov.uk