

COMMUNICATIONS POLICY



Points of Contact

Who should I contact?

If you have questions about any of the topics in the table below, or would like to speak to a member of staff:

- Email or call the school office on [insert school office email address and phone number]
- Put the subject and the name of the relevant member of staff (from the list below) in the subject line (for emails)
- We will forward your request on to the relevant member of staff

Our main office hours are 8.30am-3.30pm

Remember: check our website first, much of the information you need is posted there.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's class teacher
My child's wellbeing/pastoral support	Your child's class teacher
Payments	School office staff
School trips	School office staff / your child's class teacher
Uniform/lost and found	School office staff
Attendance and absence requests	If you need to report your child's absence, call: 01912851957 If you want to request approval for term-time absence, contact the school office staff for a Holiday in term time form
Bullying and behavior	Your child's class teacher prior to the Key Stage Leader, prior to the Headteacher
School events/the school calendar	School office staff
Special educational needs	Mrs Angela Ward via the school office
Hiring the school premises	The Headteacher via the school office

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I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
The PTA	Archibaldchair@yahoo.co.uk
The governing board	governors@archibaldfirstschool.co.uk Dr Mark Moss via office@archibaldfirstschool.co.uk
Catering/meals	School office staff

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy which can be found at [Archibald First School - Policies](#)