



Brookvale Primary School
Mallard Drive,
Erdington,
Birmingham,
B23 7YB
Tel: 0121 356 9973
Fax: 0121 344 4962
Email: office@brkvale.bham.sch.uk
www.brookvaleschool.co.uk
Head Teacher: Mr Stuart Day

11th October 2021

LINES OF COMMUNICATION

Dear Parents and Carers,

We understand and appreciate how important communication between parents/carers and school is so we thought it may be useful to outline the most effective and efficient way of communicating with school, whether that be with teachers, teaching assistants, members of the leadership team or members of the admin team.

We kindly ask that you outline your request, question, or concern in writing and address your communication to the relevant member of staff you wish to deal with it. This then gives that member of staff an outline of your request so they are better informed to deal with it on your behalf (please see flow chart of communication protocols).

For immediate receipt

- Place a hand written note addressed to the class teacher into your child's bag which they can hand over on arrival to school.

For next day receipt

- Email your concern to the office email address (office@brkvale.bham.sch.uk), clearly stating whose attention your email is for. Please be aware that this communication will not be received by the identified member of staff on the day that it is received into school. This is because they have class teaching responsibilities and cannot access communications during the school day.

If, for some reason, something has come to light on the way to school, which you were not aware of and therefore unable to put into writing, please feel free to speak to a member of staff located outside at the start of the day.

We understand that, on occasions, being unable to immediately speak with a particular member of staff can cause frustration. However, we kindly remind everyone in our community that staff at Brookvale have the right to work in an environment free from aggression and intimidation.

Yours sincerely

S Day

Mr Stuart Day

Head Teacher



Communication Protocol Flow Chart

Class Teacher

This should be the first point of reference for all queries and questions. Class teachers are likely to be best placed to resolve any class-related, educational, friendship or safeguarding issues/concerns.



Pastoral Leader - Mrs Khan

This should be the first point of reference for any concerns related to pastoral queries, such as: behaviour, mental health, safeguarding, access to services etc.



Assistant Head Teacher - Mrs Johnston

The Assistant Head Teacher should only be contacted if a discussion with the class teacher has first taken place and where there are issues left unresolved. At this stage, the Assistant Head Teacher may choose to arrange and facilitate a further meeting with the class teacher to resolve any ongoing issues.



Deputy Head Teacher - Mrs Trigg

The Deputy Head Teacher will assist parents and carers in their communication with school if any issues remain unresolved following a meeting with the class teacher and Assistant Head Teacher.



Head Teacher - Mr Day

Safeguarding concerns regarding any members of staff should be reported immediately to the Head Teacher. The Head Teacher will also support families where the above flow chart has been followed.