



# St Mary's Communication Flowchart

**General School Enquiry**  
Examples: Questions about the calendar, school lunches, trips, volunteering or clubs.

**PARENTS/CARERS**  
Call made to the school office on: **0208 397 9597** between 8:30am and 3:30pm  
Or  
Email to: [office@stmarys.rbksch.org](mailto:office@stmarys.rbksch.org)

**SCHOOL**  
School will aim to respond within one working day.

**Learning Enquiry**  
Examples: Homework question, concern about child's progress.

**PARENTS/CARERS**  
Email to: [office@stmarys.rbksch.org](mailto:office@stmarys.rbksch.org) addressed to class teacher.

**SCHOOL**  
Class teacher will either respond with a phone call or an invitation to meet.  
Staff will aim to make an initial response within 2 working days.  
In some cases, the enquiry will be passed on to Mrs Griffin (Lead SENCO).

**Behaviour Enquiry**  
Examples: Friendship concern, physical incident, unkind language incident.

**PARENTS/CARERS**  
Email to: [office@stmarys.rbksch.org](mailto:office@stmarys.rbksch.org) addressed to class teacher.

**SCHOOL**  
Class teacher will either respond with a phone call or an invitation to meet.  
Staff will aim to make an initial response within 2 working days.  
In some cases, the enquiry will be passed on to a member of the leadership team.

**Emotional or Mental Health Support Enquiry**  
Examples: Concerns around anxiety, school avoidance, changes to family circumstances.

**PARENTS/CARERS**  
Email to: Mrs Quinn using: [senco@stmarys.rbksch.org](mailto:senco@stmarys.rbksch.org)

**SCHOOL**  
Mrs Quinn will either respond with a phone call or an invitation to meet.  
In some cases, she may consult with Mrs Griffin (Lead SENCO) or decide that other professional advice will be needed which may take longer.  
Mrs Quinn will aim to make an initial response within 2 working days.

**SEN Enquiry (including medical needs)**  
Examples: Support for dyslexia, autism, other physical or learning needs and medical conditions.

**PARENTS/CARERS**  
Email to: Mrs Quinn using: [senco@stmarys.rbksch.org](mailto:senco@stmarys.rbksch.org)

**SCHOOL**  
Mrs Quinn will either respond with a phone call or an invitation to meet.  
In some cases, she may consult with Mrs Griffin (Lead SENCO) or decide that other professional advice will be needed which may take longer.  
Mrs Quinn will aim to make an initial response within 2 working days.

**Safeguarding or Serious Behaviour Concerns**  
Examples: online safety concerns, bullying concerns, repeated physical incidents, concerns about use of inappropriate language.  
Email to Mrs Evans using: [head@stmarys.rbksch.org](mailto:head@stmarys.rbksch.org)  
Mrs Evans will either respond with a phone call or an invitation to meet.  
Mrs Evans will aim to respond within 2 working days.

**PLEASE NOTE:** In line with our communication policy, we will not communicate with parents/carers solely by email. Speaking over the phone or in person allows staff and families to work together to find a resolution to any concerns.