



Chantlers Primary School
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Headteacher: Mr Philip Barlow B.Ed (Hons) M.Ed, NPQH, NPQEL
Deputy Headteacher: Mr Stephen Lea B.SC (Hons)

Email: chantlers@bury.gov.uk
Website: www.chantlersprimary.co.uk

1st September 2023

Dear Parents/Carers,

I am writing to you to clarify the school's communications protocol. These will come into effect from 4th September 2023.

Our current communication strategy has been largely through Parent Hub. However, during the pandemic, a range of strategies were utilised effectively to enable us as a school to support children and families. This letter aims to reinforce our central communication strategy and will help you any time you have worries or concerns or need to see us.

In the first instance, we operate an 'open door policy' which means that you can speak to any member of staff if you need to. This could be done, by making an appointment through the school office if you are working, by sending an email to - chantlers@bury.gov.uk or by speaking to a member of staff on duty every morning and after school. Usually in the first place your child's class teacher. However, all members of SLT are also here to help and happy to see you.

As the new school year starts, we always send out the student update form and ask you to check and sign to state our records are accurate or make any necessary changes. Please ensure when you receive it that you sign it, date it and return it, even if there are no changes. If however anything then changes during the year it is your responsibility to notify us by email at chantlers@bury.gov.uk.

- 1). You must have two named contacts, who can be contacted in an emergency.
- 2). Your mobile numbers must be up to date, especially if there have been recent changes to them.
- 3). If you have moved house, please ensure we have your new address.
- 4). Check your safeguarding permissions are up to date – e.g., you are happy for your child to have their photo on the school website or in media publications.
- 5). You have set your password – and notify us if anyone else is collecting your child. They will need to know this password or for safeguarding reasons your child won't be allowed to leave the premises if we don't know.
- 6). Ensure all medical information is up to date and that we know of any allergies or special dietary arrangements.

As part of a school review, we have discussed how we communicate with you as families, including sharing our learning and enrichment and school successes with you, while continuing to prioritise our children's teaching.



Therefore, we will be using our new school website, class pages, to share learning and celebrate our children's/class achievements. These will be updated weekly from September. **Please also ensure that your permissions are correct if you would like your child's photograph or video to be uploaded to our class pages. If you are unsure of your child's current media consent, please check/update with your child's class teacher.**

Please see our slightly adjusted, but renewed, system of communication – in conjunction with our communication flow chart/complaints policy. If you require a paper copy of anything at any time, please go to the main entrance and ask the office.

Item/Concern/Sharing learning	Communication Protocol
Receive the school contact form – 09/23. Changes to be made- No changes- In year changes – mobile, address, your works phone number, family circumstances etc.	a). Sign & date the form, and return the form detailing the changes you wish to make. b). Sign & date the form and return it. c). Email – chantlers@bury.gov.uk to notify us of these.
Housekeeping - e.g., lost jumper, missing water bottle.	a) Speak to a staff member at the class door as soon as you are aware. b) Email – chantlers@bury.gov.uk
Celebrate and share learning	a) School Website - Class Pages. b) School Newsletter - These will be sent out on Parent Hub - half-termly. c) Half-termly year group overviews will be published on your class page detailing the learning and homework for the upcoming half-term at the end of the first week back of each half-term.
Themed weeks. Special events. Key Stage or class events. Wow Moments.	a). Photographs will be sent out by the class teacher using see-saw-during or after these events.
School communication e.g., letters regarding information, visits, activities, parent's evenings, donations, non-uniform days, urgent changes etc.	a) These will be shared via Parent Hub.
Query/ instruction over school drop off/pick up	a) Email chantlers@bury.gov.uk or phone the school office. b) Speak to a staff member at the class door in the morning.
Query/ instruction regarding any medical information/medication	a) Email chantlers@bury.gov.uk or phone the school office. b) Speak to a staff member at the class door in the morning.
Query/ instruction over 'Chilling Club'	b) Email chantlers@bury.gov.uk or phone the school office. c) Speak to a member of staff from the Chilling Club.
Safeguarding Concern	a) Email P.Barlow@bury.gov.uk or phone the school office - asking to speak to a member of the Safeguarding Team or DSL

Concern over school happiness/friendship issues/issues from the previous day	<ul style="list-style-type: none"> a) Email - handlewithcare@chantlersschool.co.uk b) Speak to a staff member at the class door. c) Email - chantlers@bury.gov.uk or phone the school office to report to a member of staff. d) Speak to the Headteacher.
SEND concerns	<ul style="list-style-type: none"> a) In the first instance, please ensure that you discuss any concerns with the class teacher. b) If concerns continue and you would like to talk to our school SENDCo then please email christiehall@chantlersschool.co.uk c) Speak to the Headteacher.
Ongoing concerns OR significant event (all steps are in line with Complaints Policy)	<ul style="list-style-type: none"> a) Organise a meeting/phone call with the class teacher. b) Email - chantlers@bury.gov.uk or phone call to the school office <ul style="list-style-type: none"> - FAO Class teacher - a meeting/phone call will then be scheduled. <p>If the concern persists:</p> <ul style="list-style-type: none"> c) Email - chantlers@bury.gov.uk or phone call to the school office. <ul style="list-style-type: none"> - FAO phase leader (Miss Dutton, Mr. Hughes or Mr. Robinson), if the class teacher is the phase leader - a meeting, will then be scheduled. <p>If the concern persists:</p> <ul style="list-style-type: none"> d) Email - chantlers@bury.gov.uk or phone call to the school office. <ul style="list-style-type: none"> - FAO Mr. Barlow (Headteacher)/Mr. Lea (Deputy Headteacher) - A meeting will then be scheduled. <p>If matters persist, the Complaints Policy will outline further steps.</p>
School Reports	<p>At parent's evenings, parents will receive a copy of their child's updated Assertive Mentoring Sheets which will detail their child's current progress against expected standards and their attendance, behaviour and attitudes. These sheets will have coloured grades on them. These will be discussed at parent's evenings.</p> <p>Parents will receive an end-of-year report detailing how their child has progressed in that academic year. A meeting is also held between your child's existing teacher and their new teacher to ensure a smooth transition into the next academic year. All parents are invited to attend this and share anything school staff need to be aware of.</p>

The above, in many ways, is already in place and used daily – however, this will help everyone get to the right destination quicker and more efficiently. Many Thanks for your continued support.

Kind regards,



Philip Barlow
Headteacher