



THORNTON PRIMARY SCHOOL

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Parent/Carer Communication with School

The aim of this document is to ensure parents/carers understand who to contact when they need to report absences or speak to a member of staff. This ensures messages are received and respond to efficiently.

My child is unwell/has an appointment/unable to attend school

- Parents/carers must call the School Office on 01253 821128 on the first day of absence by 9am. If a member of staff does not answer the phone, a message must be left providing your child's name, class and the reason for their absence.
- Parents/carers must call school every day by 9am until their child is able to return to school. This ensures school is meeting its safeguarding obligations.

I have a question about my child's learning/a class based issue

- Please speak to your child's Class Teacher before or after school. If longer is required, an appointment can be made. If you are not dropping your child off/collecting them from school, please contact the School Office who will organise for the Class Teacher to call you/arrange to meet with you.

I have a question/issue that I need to speak to the SENDCo about

- Please arrange to speak to our SENDCo, Mrs Young either in person or over the phone by contacting the School Office.
- Parents/carers are able to contact Mrs Young by using the SENDCo email address: senco@thorntonprimary.lancs.sch.uk Please note, Mrs Young's dedicated SENDCo days are Tuesdays and Wednesdays. Please allow up to 5 working days for a reply. Please ensure emails are sent during 8:30am-5:30pm.

I have a question/issue that I need to speak to the Family Learning Mentor about

- Please contact the School Office between 8:30am-3:30pm and select Option 1. If Mrs Brown, Family Learning Mentor, is unavailable, please leave a message with the School Office who will ensure she returns your call.

Parents/carers should not contact any other members of staff via email. Any questions or concerns for the Headteacher, School Business Manager or other member of staff should be made by calling the School Office or speaking to a member of our team in person.