



"Inspiring a love of lifelong learning"

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Dear Parents / Carers

I would like to begin by welcoming you to the new term.

In order to ensure that communication continues to be as effective as possible I would like to take this opportunity to outline how best to communicate with your child's class teacher.

If you would like to raise a question or concern directly related to your child's learning or behaviour, this can be done by sending a message via Class Dojo to your child's class teacher. Your child's teacher will respond either on Class Dojo, telephone or face to face if possible within 1 - 2 working days.

If your question or concern is a complaint we ask that you email this to office@charvilleacademy.org. It will then be directed to the relevant member of staff who will respond to you within 1 - 2 working days.

If it can be dealt with by the classteacher, it will be. If not it will be referred to the Year Group Leader. Following this, where appropriate, it may then be referred to the Phase Leader. The Phase Leaders for this academic year are as follows:

Early Years - Miss Lawrence
KS1 - Miss Gallagher
Lower KS2 (Years 3 & 4) - Mr Simpson
Upper KS2 (Years 5 & 6) - Mr Sharma

Senior staff will continue to be available at the start and the end of the day if you have any questions. Depending on the nature of your question it will be referred to the appropriate member of staff for action.

If your concern is related to Safeguarding, it will be passed to one of the Safeguarding Leads and they will contact you as soon as possible.

Yours sincerely

MRS N KELLY
Headteacher

