



# Parent Communication STM-023

## St Thomas More Catholic Primary School

At our school, we believe that strong partnerships between home and school help every child feel valued, supported, and ready to learn. This leaflet explains the best ways to contact us and how we work with families to support your child.

### Working With Parents

As a Catholic community, we recognise parents as the first and most important educators of their children. We aim to work closely with you to promote each child's spiritual, academic, and personal growth.

We encourage open communication that is respectful, timely, and centred on the well-being of your child. Whether you need to share information, ask a question, or raise a concern, we are here to listen and help, in whatever way we can.

### Messages for the Class Teacher

If you have a quick message—for example about a change to collection arrangements, minor worries, or information your child's teacher needs for the day—please:

- Speak to the member of staff on duty at either the school gate/office in the morning. They will endeavour to pass this on. Alternatively you can pass on quick messages to the teachers at home time via the classroom door.
- Send an email to your child's class teacher/office if more convenient: e.g. ReceptionTeacher@smsw.co.uk/  
Year3Teacher@stmsw.co.uk

Use the school office if the message is urgent or confidential.

- Morning drop-off is not the time for extended conversations, as teachers are welcoming the class and preparing for learning. Longer discussions can be arranged via an appointment.

### Meeting the Class Teacher

If you need to discuss your child's learning, behaviour, or well-being in more detail:

- Please request a meeting through the school office or by speaking briefly to the class teacher at pick-up time/via email.
- We will offer you a suitable appointment as soon as possible, usually before or after school.
- Meetings may take place in person or by phone, depending on your preference. These may also be facilitated over Teams.

### Emailing the Class Teacher

To protect staff workload and well-being, teachers do not monitor emails during teaching hours. Parents should:

- Send emails to the school office rather than directly to teachers if urgent. Otherwise, email can be a useful tool for raising queries or low-level concerns.
- Office staff will direct any messages to the appropriate member of staff or advise you on next steps.
- Please allow up to 48 hours for a response during the working week. Responses will not normally be sent outside school working hours or during school holidays.
- For urgent matters, please always telephone the school.
- We kindly ask parents to use email for information-sharing or non-urgent queries only.

### Speaking to the Key Stage (Infant/Junior) Leader

If you feel that an issue needs further discussion after speaking with the class teacher:

- You may request a conversation with your child's Key Stage Leader, who oversees teaching and learning within a key stage.
- The Key Stage Leader will listen carefully, support problem-solving, and help plan next steps.
- Appointments can be arranged via the school office.
- We value early communication so we can address any concerns promptly and effectively.

### Concerns or Complaints

We want all families to feel confident that their concerns will be handled fairly, respectfully, and in line with our Catholic values.

If you have a concern:

1. Speak to the class teacher first.
2. If the concern remains unresolved, arrange to speak with the Phase Leader.
3. If you still feel the issue has not been addressed, contact the Deputy Headteacher or Headteacher through the school office.
4. Formal complaints can be made following the school's Complaints Policy, available from the website or office.

We are committed to listening, working together, and finding solutions that support the well-being and success of your child.