



"Let your light shine"

Communication Information and Support for
Parents and Carers

at

St Mary's CEVC Primary School

2025-2026

"You are the light of the world...let your light shine."

Communication Procedures at St Mary's CEVC Primary School

St Mary's CEVC Primary School recognises the importance of clear and effective communications between home and school, and is committed to being open and accessible.

We know that when parents / carers have a concern that relates to their child at school, whether it is pastoral, curriculum or staffing in nature, they can feel that the best way forward is to ask the Headteacher, Deputy Headteacher or SENDCo. In our experience, many of these concerns can often be more quickly resolved by first talking to the class teachers as they know your child best. They will always endeavour to reply to your query within 48 hours during the working week.

St Mary's CEVC School has a variety of ways that you can communicate with school:

In person: The Headteacher and SENDCo stand at the gate each morning to welcome the children in. They are happy to answer queries and take messages. You can also visit reception, where a member of the office staff will be pleased to help you. Appointments can only be made through speaking to the class teacher or contacting the School Office. If you collect your child at the end of the day, you can speak to the class teacher then.

Telephone: Our school office staff are available to take messages from 8.00am until 4.00pm. These will always be shared with the relevant member of staff at the earliest opportunity.

Email: All email communications should be sent to the school office and they will be forwarded to the relevant staff member. No staff member will respond to parents/carers through social media communications.

In writing: You can send a note in with your child to give to the class teacher.

These are the ways in which we will communicate with you:

Face to Face Example: If you collect your child at the end of the day, the class teacher may speak to you directly at this time.

Email Examples: Letters, newsletters, changes to dates, general information, sports fixtures, first aid notifications from Smartlog

Phone Examples: Feedback to you about your child, informing you that your child is unwell, query about attendance.

Class Dojo: Examples: Letters, newsletters, changes to dates, general information, sports fixtures.

Website Examples: The calendar will be kept up to date and the class pages will have weekly timetables and PE days posted on them.

Facebook Examples: Celebration photos, date reminders and sharing community events.

Communication Flowchart

Safeguarding concerns –
Please contact Mrs Dunstan – Designated Safeguarding Lead or
Mrs Layton – Deputy Designated Safeguarding Lead

Learning concerns	Pastoral concern <i>This covers our support of your child's individual needs and their emotional wellbeing</i>	Concern relating to particular learning or physical barriers <i>Where a concern is related to a special need</i>	Queries relating to school administration	Attendance concerns
<p>Please raise your concern with your child's class teacher in the first instance</p>	<p>Please raise your concern with your child's class teacher in the first instance</p>	<p>Please raise your concern with your child's class teacher in the first instance</p>	<p>Please speak to our School Office staff:</p> <p>Mrs Bennett, Mrs Dibble, Mrs Kemmish, Mrs Peek or Mrs Pitcher</p>	<p>Please raise your concern with your child's class teacher in the first instance</p>
<p>If you feel that the class teacher has been unable to help please contact the School Office and they will make an appointment for you to meet with a member of the Senior Leadership Team, alongside the class teacher.</p>	<p>If you or your child are currently receiving ELSA or PFSA support, you will already have Mrs Porter's contact number,</p>	<p>If you feel that the class teacher has been unable to help please contact the School Office and she will make an appointment for you to meet with the class teacher alongside Mrs Barnett, SENDCo,</p>		<p>If you feel that the class teacher has been unable to help, please make an appointment through the School Office to see the Deputy Headteacher, Mrs Layton</p>

Please make an appointment to see our Headteacher, **Mrs Dunstan**, if you remain concerned after having followed the steps above.

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Updating you about your child's progress at St Mary's CEVC Primary

We will update you about your child's progress in a number of ways:

All children: Parent/Carer meetings happen in the Autumn Term and the Spring Term, usually around half term. Snapshot reports are short progress reports and these are sent home at the end of the Autumn Term and the end of the Spring Term. At the end of the Summer Term, a longer end of year report is sent home.

Children on the SEND register: As above, but children on the SEND register also receive termly meetings with the class teacher to talk through your child's support plan, and set new SMART targets collaboratively.

Children with EHCPs: As above, but children with EHCPs also receive an Annual Review with the SENDCo, the class teacher and any external services who are able to attend. This is to review the outcomes of the EHCP.

In addition, school staff will ring home if they need to speak to you about progress, incidents or queries.

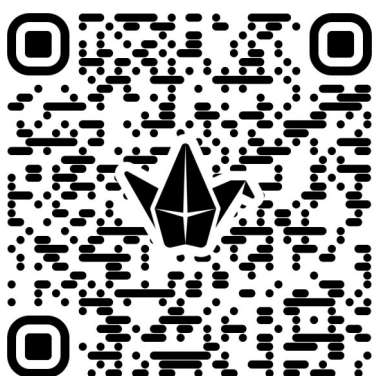
Supporting you at St Mary's CEVC Primary School

We will always try to help you where we can.

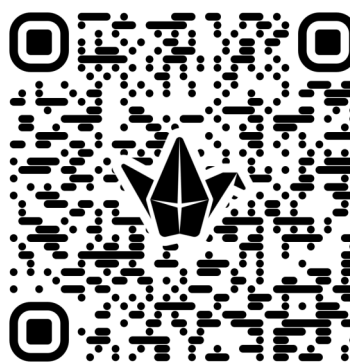
To support you further, we have created two padlets which have a huge amount of useful information for you to access on a number of topics. These act as signposts for topics such as: parenting training opportunities, parenting tips, emotion coaching, SEND, challenging behaviour and anxiety. We have split them into two broad areas: Support and Advice for Parents and Carers, and Supporting Your Child.

They are constantly being updated to provide the best possible support for you.

You can access these padlets here:



Support & Advice for Parents and Carers



Supporting Your Child

Our Contact Details

St Mary's CEVC Primary School, Oakfield Road, Bridgwater, TA6 7LX

01278 422691

office@stmarysbridgwater.co.uk

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