



Dear Families,

I am writing to confirm the procedures moving forwards with regards to communication with school staff.

At Avanti Gardens, we believe that good communication is vital for a successful partnership between school and families and want to make sure that this is something we continue to develop and improve together as a Community.

Face to face:

We understand that quick conversations and sharing key messages is an efficient way to communicate. Our Phase leaders (Mrs Connelly and Mr Newman) alongside a Senior Leader, will be outside each morning from 8.30am - all class teachers will be outside from 8.40am. We would like to encourage Parents/Carers to give key messages to class teachers at drop off, so that school adults are prepared for the day with your child.

Alongside this, at the end of the day, class teachers will be outside to allow for conversations to happen with Parents/Carers.

We understand that there are times where your child will tell you about a situation when they get home; we would ask parents to consider whether communication with school adults can wait until the following morning at drop off, or whether an additional phone call/ email needs to occur. The school office can be contacted on avantigardens@avanti.org.uk or 0117 965 9150.

Please be aware that your child's class teacher will not be available in the day for phone conversations as they are in class teaching and that due to meetings, they may not always be able to get back to you instantly, but will endeavour to do so as soon as they are able.

Emails:

All emails need to come into the main office address (avantigardens@avanti.org.uk). Teacher's / Senior Leaders' emails should not be used. We would ask that all communications with the school are respectful and polite.



We understand that key messages may not always be able to be relayed at drop off and pick up, so please email the school office and they will ensure that messages are passed on to staff within your child's class.

Who to contact if you would like to discuss a concern/ incident regarding your child:

Initially, we ask that all Parents discuss any daily issues with their child's class teacher at the beginning or end of the day. If you would like to discuss something in more detail, then please contact the school office to arrange a meeting/ phone conversation with your child's class teacher.



If you do not feel that this issue has been resolved from your conversation/ meeting with the class teacher, please contact your child's phase leader through the office. Reception and KS1- Mrs Connelly or Key Stage 2- Mr Newman.



If you still do not feel that this issue has been resolved, please contact Mrs Blackwell- Assistant Principal to arrange a phone conversation/ meeting, through the school office.



If you require a further meeting to discuss this issue, please contact Mr Milum- Principal to arrange a phone conversation/ meeting, through the school office.

Please continue to contact the office with any admin/attendance queries.

We would like to thank all Parents/Carers in advance for their understanding with this important system of communication. We are committed to continuing to develop and improve communication between school and families.

Yours Faithfully,

Mr Milum

Principal

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