

SCHOOL TO HOME

Whole School

- Calendar of Events - <http://www.ridgewayfarmcea.org/information/term-dates-and-calendar/>
- Newsletters - Sent monthly and contain details about events as well as birthdays, out of school achievements, regular safeguarding and parking messages, attendance and information about our termly value.
- ParentMail - We try to send reminders for upcoming events although this is not always possible and we would encourage parents to use the Calendar of Events and check the dates in the monthly newsletters.



Class Updates

- Topic Letters - These are sent at the start of each new topic and provide information about the curriculum coverage for your child's class that term as well as general updates about PE kits and home learning.

Individual Updates

- Pupil Progress Evening - These meetings are 10 minute slots for you to meet with your child's teacher(s). Notes are taken at these meetings. If you are unable to attend the scheduled parents' evenings, teachers do their very best to find an alternative slot.
- Annual Reports - These are issued at the end of each academic year.
- Meetings & Phone calls - Teachers may request additional meetings to discuss progress or additional educational needs. They may also phone parents to discuss things that have happened that day.

RIDGEWAY FARM CE ACADEMY



Phone
01793 677471

You can phone outside office hours and leave a message if needed. You can phone to request a meeting with a member of staff - please give as much information as possible as this helps us to deal with your request in the most appropriate way.

Office staff will check that the process outlined on the communication flowchart is being followed correctly for all meeting requests.



In person

Teachers are available when the classroom doors open for very quick messages only and this should be things that can be said in such a public environment. Anything beyond a quick message requires a meeting and this can be booked through the School Office. After 8.55 am messages should then be passed on via the School Office.



**Parent
Communication**

01793 677471
admin@ridgewayfarmcea.org

School Office Hours

Monday - Thursday
8 am - 4 pm
Friday
8 am - 3.30 pm



Email

admin@ridgewayfarmcea.org

All emails to teaching staff or Senior Leaders should be directed to the admin email in the first instance.

Responses to parents will be returned via the admin email address. This is so that communication can be monitored.

HOME TO SCHOOL

Concerns about learning or emotional wellbeing

Please raise your concern with your child's class teacher (this should be through a meeting so that a written record of the discussion can be made). Meetings can be booked via the School Office.



If you feel that the situation is still not resolved, please ensure that the class teacher knows that, as they can then seek advice. If you still feel that the situation is not resolved, please contact one of the following members of staff via the School Office.

Miss Smiles
EYFS

Miss Oakes (KS1) or Miss Read (KS2)
Phase Leaders

Mrs Mann (SENCO)
Special Educational Needs Coordinator

At this stage, you will be asked if you have already taken steps to address the issue with the class teacher. Previous meeting records will form the basis of these meetings so that we already know what has been tried.

Issues relating to safeguarding

If you have a safeguarding concern about a child or member of staff, please follow the safeguarding procedure detailed on our school website.

Concerns and queries relating to school administration

Please see Mrs Proctor (our Senior Admin Officer)

We are hopeful that this process will mean all concerns are addressed and things will be resolved. If you should find that this is not the case, please arrange to meet with Mrs Gibbard, Head of School.

All formal complaints of any kind should be addressed to Mrs Luce. In line with our Complaints Policy, which is on our school website, we ask that parents give as much information as possible when raising a concern or making a complaint including what steps they have already taken to address the issue and what outcomes they are seeking.

