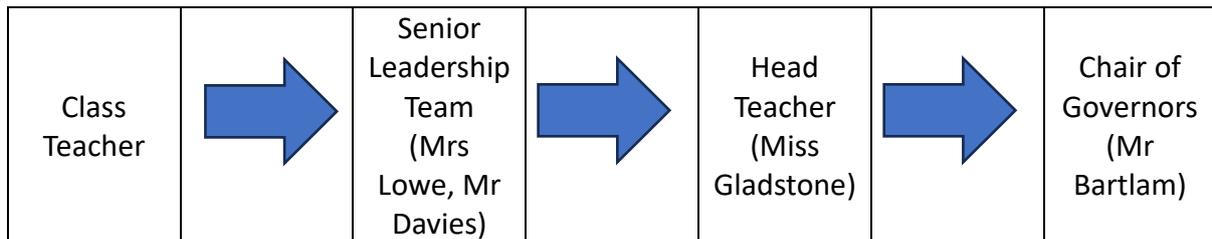




### Guidance for Parents and Carers on contacting Twyning School

If you have any questions, queries or things to discuss, please come in to talk to the class team. We have an open-door policy and we will be happy to discuss anything with you. We are also available via email but please note that we will not respond to emails between 7pm and 8am during weekdays and throughout the weekends. If you feel you would like more clarification of something or feel like something has not been resolved, then please follow the communications procedure below.



The grid below shows who to contact for different scenarios.

| Message, Queries, Concerns   | Person to Contact  |
|--|--|
| If your child is absent from school or has a medical appointment                                       | Please notify the school office each day of absence via School Spider. (Please note that this notification does not guarantee that absences will be authorised).   |
| If you have a quick message for your child's teacher about collection, questions or homework/spellings | Please speak to Mrs Bowen in person or via email ( <a href="mailto:admin@twyning.gloucs.sch.uk">admin@twyning.gloucs.sch.uk</a> ) who will take messages for you and pass onto the class teachers.   |
| If you would like to talk about your child's learning.   | Please email your child's teacher to make an appointment to come into school for a meeting. If following your discussion you would like more information, please make an appointment to meet with one of our senior leadership team. If following this discussion you would like more information, please make an appointment to meet with Miss Gladstone. |

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|--|---|
| <p>If you are concerned about social behaviour or bullying.</p>  | <p>Please email your child's teacher to make an appointment to come into school for a meeting. If following your discussion you would like more information, please make an appointment to meet with one of our senior leadership team. If following this discussion you would like more information, please make an appointment to meet with Miss Gladstone.</p> |
| <p>If you are concerned/would like advice about your child's wellbeing.</p>  | <p>Please talk to your child's teacher about making an appointment to come into school to discuss this further or email to make this appointment.</p>   |
| <p>If you would like discuss your child's additional needs.</p>  | <p>Please talk to your child's teacher about making an appointment to come into school or email about your concerns. If following this discussion you would like more information, please make an appointment to meet with our SENDCo, Lisa Lowe.</p>   |
| <p>If you would like to find out about after school clubs organised by teachers or have a general related query.</p> | <p>Check our school website, newsletters or ask Mrs Bowen.</p>  |
| <p>If you have a query about our Before and After School Care Facility (BASC)</p>                                    | <p>Please speak to Mrs Bowen in person or via email (<a href="mailto:admin@twyning.gloucs.sch.uk">admin@twyning.gloucs.sch.uk</a>)</p>  |
| <p>If you have a school dinner enquiry.</p>  | <p>Please speak to Mrs Bowen in person or via email (<a href="mailto:admin@twyning.gloucs.sch.uk">admin@twyning.gloucs.sch.uk</a>)</p>  |
| <p>If you would like to make a formal complaint.</p>   | <p>Please refer to and follow our complaints policy which can be located on our school website.</p>   |