



# SOUTHWOOD PRIMARY SCHOOL - COMMUNICATION GUIDE



WORKING TOGETHER TO SUPPORT OUR SCHOOL COMMUNITY

## GENERAL SCHOOL ENQUIRIES

Calendar and events

School dinners

Trips

Clubs



Mrs Page  
Office Manager

## TIER 1A: FIRST POINT OF CONTACT

### LEARNING CONCERNS

Academic progress  
Curriculum  
Homework

### BEHAVIOUR CONCERNS

Classroom behaviour  
Friendship issues  
Playground Incidents

### SEND CONCERNS

Additional needs  
Learning support  
Support plans

Class Teacher

## ATTENDANCE

Miss Harrington  
Attendance Officer



## TIER 1B: FURTHER SUPPORT

If further support is required, the following Year Group Co-ordinators or members of the Inclusion Team are available to support. This can be organised through the School Office or in collaboration with the staff member currently dealing with the query.

### Year Group Co-ordinators

YR: Mrs Miller Y1: Miss Scott Y2: Miss Reippa Y3: Mrs Timbulas Y4: Miss Tariq Y5: Miss Newlyn



### Inclusion Team



Miss Veysi  
SENCO



Tyrone



Miss Dobson



Miss Easter



Miss Bird

## TIER 1C: SLT

At Tier 1, if you feel a matter has still not been resolved, you can request to speak to a member of the Senior Leadership Team. This can be organised through the School Office.

### Assistant Headteachers



Miss Hanson  
Reception &  
Year 1



Miss Harris  
Years 2 and 6



Mrs Heggie  
Years 3, 4 & 5

Mr O'Byrne  
Deputy Headteacher & DSL

Nursery, Safeguarding  
concerns, Staff concerns



Headteacher  
Mr Halliwell

## TIER 2: FORMAL

Having followed Tier 1, if you feel a matter has still not been resolved, it can be brought to the Headteacher. This can be organised through the School Office.

## TIER 3: FORMAL

Having followed Tier 1 and 2, if you feel a matter has still not been resolved or the issue relates to the Headteacher, it can be brought to the Chair of Governors. This can be organised through the School Office.

Chair of Governors  
Mr Goate

