

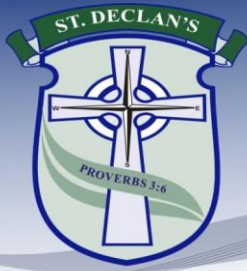
Communication Channels Policy

FLOW CHART FOR PARENT QUERIES

This flow chart describes who to contact in the event of an issue arising. The example issues are meant to provide a guide for who needs to be contacted.

Teacher	Head of Department	Deputy Headmaster	Headmaster	Director
Learner is absent. Learner received demerits. Homework. Subject assessments. Learner requires additional support.	Learner failed a term. Teacher related issue. Academic Issue. Discipline issue.	Major discipline issue. Major academic issue. Document management. Learner year failure.	Major staff related issue. Major learner related issue. Staff conduct.	Property development. Employment. Serious offenses.

Reception	Accounts Department	Head of Sports	Parent Forum
Day-to-day related matters. Forgotten items. Getting an urgent message to a staff member. D6 queries & tuckshop band. Car access sticker.	Account queries. School fees.	Sports related questions. Sports competitive events.	General questions. Lost and found. Fundraising.



FLOW CHART FOR STAFF QUERIES

This flow chart describes who to contact in the event of an issue arising. The example issues are meant to provide a guide for who needs to be contacted.

Head of Department	Deputy Headmaster	Headmaster	Director
Learner failing term. Teacher related issue. Academic Issue. Discipline issue.	Major discipline issue. Major academic issue. Document management. Learner year failure.	Major staff related issue. Leave. Substitution.	Property development. Human Resources (HR). Finances.