



Bandon Hill Primary School

www.bandonhill.sutton.sch.uk
Headteacher: Miss L Rodger

Meadow Field

Sandy Lane South
Wallington
Surrey SM6 9QU

Tel: 020 8647 5377
Fax: 020 8647 0034

Wood Field

Stanley Park Road
Carshalton
Surrey SM5 3HW

Tel: 020 8619 1120

Oak Field

Stanley Park Road
Carshalton
Surrey SM5 3HW

Tel: 020 8619 1120

meadowfield@bandonhill.sutton.sch.uk
oakfield@bandonhill.sutton.sch.uk
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7th September 2020

Dear Parents and Carers

Channels of Communication

As you are aware, access to and use of social media is common these days and has become second nature to many of us. With this in mind, we wanted to provide you with some advice that is intended to help improve channels of communication between families and schools.

If you, as parents or carers have any concerns about matters taking place at school, please address them through the appropriate channel – we understand that it can often be confusing as to who is the most appropriate person and so below there is information on this for each year group. By speaking to the designated person rather than expressing your concerns on line it means we can work together to address your concerns as quickly as possible.

It has been the case that the school does not have knowledge of questions or issues raised on social media threads that are linked with the school. We try to use our twitter feeds and text messages to send reminders of events and the office will always have information available. We try to keep you as informed as possible with the weekly whole school and year group specific newsletters.

Whilst I appreciate that social media can be useful to find the answers to questions, we have found that there have been instances of questions being answered incorrectly.

I would recommend that all parents and carers contact the school office or the appropriate member of staff as listed below if you have any concerns or complaints about any aspect of school life. We want to continue to work with families to feel supported and we welcome the opportunity to work with you and answer your questions.

I have also included the parent behaviour policy as a reminder that it is important for communication to be in a positive manner at all times and that as a school the governors and myself will not accept staff being treated in an unacceptable manner.

Many Thanks

Laura Rodger
Head Teacher





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'I need to speak to someone at school ... who should I speak to?'

Year Group	In the first instance...	Next... Year Group Lead	Then...Phase Manager
Nursery	Class Teacher	Mrs Clowes	Mrs Rumbol/Mrs Dickens/Mrs Donaghy
Reception	Class Teacher	Mrs Clowes	Mrs Rumbol/Mrs Dickens/Mrs Donaghy
Year 1	Class Teacher		Mrs Rumbol
Year 2	Class Teacher		Mrs Rumbol
Year 3	Class Teacher	Miss Neilson	Mrs Rumbol
Year 4	Class Teacher	Miss Neilson	Mrs Dickens
Year 5	Class Teacher	Mrs Parker	Mrs Dickens
Year 6	Class Teacher	Mrs Parker	Mrs Dickens

For Nursery and Reception Mrs Donaghy oversees the teaching and learning across all of the fields at Bandon Hill but is not available here at Meadow Field every day. By prior arrangement, Mrs Donaghy would be happy to arrange a time to meet with parents and appointments can be arranged via the office.

If you feel there is a Safeguarding issue please speak to Mrs Sills.

If you have concerns regarding SEN please see either Mrs Coyne or Mrs Sills.

If you feel you need to speak to someone after the table above as you feel your issue has not been adequately resolved through these channels, please speak to our Assistant Heads; Mrs Sills or Mrs Reece. Finally, then if she feels it is necessary she will inform myself or Mrs Thorp and arrange a meeting.

