

## Communication Guide for Middle Street Primary School

At Middle Street Primary, clear and efficient communication is essential to support pupils' education. Follow these guidelines to address queries effectively and enable staff to focus on teaching and learning.

<b>1</b> Initial Contact	<b>Class Teacher:</b> <ul style="list-style-type: none"> <li>For questions related to:                             <ul style="list-style-type: none"> <li>Learning, homework, behaviour and Special Educational Needs &amp; Disabilities.</li> <li>Friendship or pastoral concerns.</li> </ul> </li> </ul>	Contact via: <ul style="list-style-type: none"> <li>Class Dojo</li> <li>In person</li> </ul>
	<b>School Office:</b> <ul style="list-style-type: none"> <li>For questions related to:                             <ul style="list-style-type: none"> <li>Reporting absences, payments, or leave requests.</li> <li>General school events and club queries.</li> <li>Medication-related queries.</li> </ul> </li> </ul>	Contact via: <ul style="list-style-type: none"> <li>Phone</li> <li>Email</li> <li>In Person</li> </ul>
<b>2</b> Team Leaders	If unresolved, contact the relevant <b>Team Leader:</b> <ul style="list-style-type: none"> <li><b>EYFS/KS1:</b> Mary-Anne Smart (Reception-Year 2).</li> <li><b>Lower KS2:</b> Sarah Moriarty (Years 3-4).</li> <li><b>Upper KS2:</b> Dan Flinter (Years 5-6).</li> </ul>	Contact via: <ul style="list-style-type: none"> <li>Class Dojo</li> <li>In person</li> <li>Email (via the school office)</li> </ul>
<b>3</b> Senior Leaders	For specific or escalated issues, reach out to <b>Senior Leaders:</b> <ul style="list-style-type: none"> <li><b>Deputy Head teacher:</b> Dominic Smart (Teaching concerns or complaints).</li> <li><b>SENDCo:</b> Lucy Roberts (SEND-related issues).</li> <li><b>Safeguarding:</b> Tammy Bowles (Welfare and safeguarding concerns).</li> </ul>	Contact via: <ul style="list-style-type: none"> <li>Phone</li> <li>Email (via the school office)</li> <li>In Person</li> </ul>
<b>4</b> Head Teacher	<b>Head teacher</b> For specific or escalated issues, after following steps above, contact the Head teacher for: <ul style="list-style-type: none"> <li>Serious safeguarding concerns.</li> <li>Appeals or reference requests.</li> </ul>	Contact via: <ul style="list-style-type: none"> <li>Phone</li> <li>Email (via the school office)</li> <li>In Person</li> </ul>
<b>5</b> Governors	Unresolved formal complaints can be escalated to the <b>Clerk to Governors</b> via email. Parents should contact school governors directly, regarding unresolved complaints, only as a last resort, after following all other communication steps outlined in this guide.	Contact via: <ul style="list-style-type: none"> <li>Email to <a href="mailto:donal.mccarthy@judicium.com">donal.mccarthy@judicium.com</a></li> </ul>

### Guidelines for Communication:

**Daily Interactions:** End-of-day queries can be addressed face to face at pick up points – please keep these very brief or, if more time is needed arrange an appointment at another time. Please note that staff will prioritise safe pupil collection at these times.

**Appointments:** Meetings with staff can be arranged via Class Dojo, phone, in person or email (via the school office).

**Emails:** Send all emails to [admin@middlestreet.brighton-hove.sch.uk](mailto:admin@middlestreet.brighton-hove.sch.uk) (office hours: 8:45 AM–3:15 PM, term time only).

### Online Services (For questions about these tools, contact the school office):

**ClassDojo:** Learning updates and main remote learning platform. Please note that staff may not be able to read or respond to messages during the day or outside working hours. Staff will respond as soon as possible.

**Website:** School policies, events, and resources.

**ParentPay:** Payments for meals and activities.

**Arbor:** Communication, forms, and updates.

**Blog & School Calendar:** Weekly updates on activities.

### Contact Information:

<b>Address:</b> Middle Street Primary, Brighton, BN1 1AL	<b>Phone:</b> 01273 323184	<b>Email:</b> <a href="mailto:admin@middlestreet.brighton-hove.sch.uk">admin@middlestreet.brighton-hove.sch.uk</a>
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