

Stoke Damerel Primary Academy

Parent/Carer Communication Procedure

😊 At our school, we want to make sure your questions or concerns are heard and answered as quickly and as clearly as possible. To help with this, we ask parents and carers to follow this simple order when getting in touch:

1. **First:** Contact the **Class Teacher**

- Your child's class teacher knows them best.
- Please speak to or email the class teacher first if you have a question or concern about your child's learning, behaviour, friendships or anything else.
- Most issues can be sorted out at this level.

2. **Next:** Contact the **Lead Teacher**

- If you have spoken to the class teacher but still need help, you can contact the Lead Teacher for your child's year group.

3. **Then:** Contact the **Phase Leader**

- If you still feel your concern has not been resolved, you can then contact the Phase Leader.
- The Phase Leader oversees several year groups and can look at the bigger picture and help to move things forward.

😊 **Working together**

We aim to respond to emails or messages within 2 working days. Sometimes we may need longer to follow up, but we will always aim to keep you informed.

If you have an **urgent message** that needs to be communicated straight away, please ring the school office as teachers are not always able to check their emails during the school day as they are teaching the children in their class.

😊 **Let's Work as a Team**

We value positive communication and know that when school and families work together, children do better.

Staffing at Stoke Damerel Primary Academy

Year Group/Class	Class Teachers	Lead Teacher	Phase Leader
Foundation	Samantha Lampard and Janice Carr	Samantha Lampard	Natalie Turnock
Y1: Hamelin Camelot	Lucy Hodge & Natalie Turnock Megan Shaw	Lucy Hodge	
Y2: Secret Garden 100 Acre Wood	Fiona Brent Amanda Barnett	Fiona Brent	
Y3: Neverland Wonderland	Sarah May & Gill Whittington Alice Wademan	Sarah May	
Y4: Atlantis Treasure Island El Dorado	Kayley Smith Hannah Harvey Lucy Welsh	Kayley Smith	James Allington
Y5: Hogwarts Narnia	Maisie Shepherd Rob Mowat	Maisie Shepherd	
Y6: Dunsinane Verona Elsinore	James Allington Victoria Watts Rose Pearce	James Allington	
Bird's Nest	Allison Flack	Isla Ellis	

The **Senior Leadership Team** (SLT) consist of Mr. Allington, Mrs. Turnock and Mrs. Blackie

Email addresses are the teacher's **first name.surname** followed by **@stokedamerelacademy.org**

EG: annie.blackie@stokedamerelacademy.org

Please bear in mind...

We will not tolerate any threatening language or tone being used when in communication with members of staff. Please ensure that you communicate politely and clearly when speaking to a member of staff. We are always role modelling behaviours to our children so please be mindful of this when communicating with school members of staff.