



Lakeside Communication Flowchart for Parents/Carers

We continually seek to refine how we liaise with parents/carers in order to meet our aim of providing you with all the information needed to be active partners in your child's learning journey. This flowchart directs you to the best person to contact and how to contact them in order for your question/concern to be dealt with, as quickly and effectively as possible.



Dojo is the school's main method of communication, **School Story** will be used to communicate to the whole school, this is where we will post the parent/carer Newsletters, any whole school reminders, more urgent messages and to share other whole school news. The **Class Story** is used, to communicate the learning and achievements in the class, for reminders and messages about events, information about any activities that will be happening in the class, to share 'What we are learning about' information and to share any home learning tasks. The **individual message function** is to 'direct message' the class teacher/teaching assistant, the phase leader (senior member of staff) or another staff member directly. The expected response time to direct messages is within 24 hours (in the week in term time). Please try and send messages before 8.30am and you are more likely to get a response within the school day. Staff are **encouraged not to check messages out of working hours** so please support us by avoiding sending messages late into the evenings or at weekends.

Our academy website is full of information that might also answer any questions/queries. <http://www.lakeside.theharmonytrust.org/>

Some of the most frequency asked questions have been compiled with answers. It is worth checking this out to see if this answers your question before following the flow chart below. FAQ's <https://www.lakeside.theharmonytrust.org/page/parents-carers/54662>

If you have a question related to your child's learning, behaviour or well being within their class or a class event.



Contact the
Class Teacher



Dojo message - response expected within 24 hours (during the week in term time)

Speak to them in person at drop off or pick up time.

Phone the school office or email:
info@lakeside.theharmonytrust.org and ask for a message to be passed to the class teacher.

Response expected within 24 hours (during the week in term time)

If for query is about your child's absence or attendance, school clubs, school dinners, ParentPay, whole school events or a general enquiry.



Contact the
Academy Office



By Phone: **01332 571485**

By Email: info@lakeside.theharmonytrust.org



Response expected within 24 hours (during the week in term time)

If your enquiry is urgent then please phone the school office - open 8am-4pm

If you need to speak with a senior member of staff (SLT)



Contact the Academy Office to make an appointment

Phone: 01332 571485

Email: info@lakeside.theharmonytrust.org



Dojo message the phase leader directly - response expected within 24 hours (during the week in term time)

Miss Coulling for EYFS (Nur and Rec)
Mrs Munton for KS1 (Year 1 & 2)
Miss Sidhu for LKS2 (Year 3 & 4)
Miss Waites for UKS2 (Year 5 & 6)

If you have a safeguarding concern then please email safeguarding@lakeside.theharmonytrust.org

or contact our Designated Safeguarding Lead Mrs Knibbs or Deputy Safeguarding Lead Miss Melhuish



For any enquiry that is URGENT, then please phone the academy office 01332 571485-open 8am-4pm



 **Reach for the stars**

