



Langho and Billington St. Leonard's Church of England Primary School

Headteacher: Mrs Dawn Lindley B.Sc (Hons) QTS CofEPQH

Communication with school- Information for Parents and Carers

By following the communication procedure below, we can ensure your messages or queries are dealt with quickly and efficiently. In addition to this, you are very welcome to pop into the school office at anytime throughout the day, to speak with our office staff in person.

Please remember that teachers and school leaders may not see, nor be able to respond to, any emails sent directly to their own email addresses throughout the day, due to the nature of their work. Please ensure all communication is via the school office. We **always** do our best to get back to messages as quickly as possible.

Reason	Contact method
Sickness Absence including reporting COVID-19 - contact the office	<p>Sickness/Absence Contact form on the website https://www.langho-stleonards.lancs.sch.uk/contact-us</p> <p>or</p> <p>Office email address info@langho-st-leonards.lancs.sch.uk</p> <p>or</p> <p>Phone the office – 01254 247156</p>
Informing the teacher of something about your child that doesn't require a discussion (Eg lost clothing, if they're likely to be tired that day, lost reading books/homework etc...)	<p>Contact form on the website https://www.langho-stleonards.lancs.sch.uk/contact-us</p> <p>or</p> <p>Office email address</p>
Request for a discussion/phonecall/meeting with a teacher about your child's learning or other queries/issues that need to be discussed.	<p>info@langho-st-leonards.lancs.sch.uk</p> <p>or</p>

<p>Request for a discussion or meeting with the Headteacher if issues have not been resolved with the teacher and you wish to escalate your query or if the query is about something of a serious nature such as safeguarding. Please note: this may be delegated to the Deputy Headteacher or member of the Senior Leadership Team, if the Headteacher is not available.</p>	<p>Phone – 01254 247156 (Please leave a message on the answer phone if your call is not picked up straight away).</p>
<p>Requesting/notification of leave of absence for your child/ children during term time.</p>	<p>Complete a 'Leave of Absence' form available on the website, and return it to the school office. Alternatively, an electronic or paper copy can be provided by our office staff.</p>
<p>Any emails sent on an evening or weekend will not be responded to outside working hours.</p> <p>Thank you for your support and understanding.</p>	