

Communication Flow Chart

This chart acts as a guide to support Parents and Carers in approaching the right member of staff to help resolve any issues.

Do you have a question to ask or a concern to be discussed?

Office
(visit. Email or make a phone call to arrange a meeting)

Email:
school.office@bgpschool.kent.sch.uk

Class Teacher
(in person or via the school office)

IF NOT RESOLVED

Phase leaders
Mrs Quantick (Yrs 3-6)
Mrs Wibroe (Yrs 1-2)
Mrs Hemsley (EYFS)

IF NOT RESOLVED

DHT-Mr Wheatley
HT-Mrs Jackson
Email:
headteacher@bgpschool.kent.sch.uk

IF NOT RESOLVED

Chair of Governing Body-Mr Copping (via school office)

Is the issue relating to attendance, SEND or pastoral support?

NO

Office
(Please call or email and the office team will advise of the best person to speak with)

YES

FLO-Mrs Dechaine
Email:
ldechaine@bgpschool.kent.sch.uk
SEND ASST-Miss Craske
Attendance admin- Mrs Foreman (office)

Mr Wheatley
DHT (SENCO)
SEND@bgpschool.kent.sch.uk

If this is a safeguarding issue, please contact one of our DSLs directly:
Mr Wheatley
Mrs Jackson
Mrs Hemsley
Mrs Dechaine

To ensure that we have a safe and positive school environment, we expect all communication to be respectful. Please refrain from any behaviour or language which might be deemed aggressive or insulting towards our staff.
Thank you



PLEASE SEE COMPLAINTS POLICY FOR FURTHER GUIDANCE

