



## Communication Policy

Our Vision Statement: An inspiring and inclusive community hub, leading global citizens.

- Any questions about the class, and your child, should go straight to the class/lead teacher. The class/lead teacher will be the first point of communication with you. A parent can: informally meet after school, book an appointment with you or email to share information or ask questions.
- If you have any concerns about the year group as a whole, the class teacher or are unable to make an appointment with the class teacher, you will talk to the Head of Year. The Head of Year may contact you if there are concerns about your child. The Head of Year will send out whole Year Group specific information for that Year Group.
- The Assistant Head Teachers and Deputy Head teachers will be the next point of contact, once you have spoken to the Class Teacher and the Year Group Leader. They can answer concerns about GEMS Metropole and any other concerns that you may have.
- Any unresolved concerns will then follow the complaints procedure policy.

