



# Stanton St Quintin Communication Flowchart

## General School Enquiry

Examples: Questions about the calendar, school lunches, trips, volunteering or clubs.

### PARENT/CARER

Call office 01666 837602  
8:30am - 3:30pm

Or email [admin@stanton-st-quintin.wilts.sch.uk](mailto:admin@stanton-st-quintin.wilts.sch.uk)

### SCHOOL

School will aim to respond within one working day.

## Learning Enquiry

Examples: Homework question, concern about child's progress.

### PARENT/CARER

Call office 01666 837602  
8:30am - 3:30pm

Or email [admin@stanton-st-quintin.wilts.sch.uk](mailto:admin@stanton-st-quintin.wilts.sch.uk)

### SCHOOL

Class teacher will either respond with an email, phone call or invitation to meet.

Staff will aim to make an initial response within two working days.

## Behaviour Enquiry

Examples: Friendship concern, physical incident, unkind language incident

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8:30am - 3:30pm

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### SCHOOL

Class teacher will either respond with an email, phone call or invitation to meet.

Staff will aim to make an initial response within two working days.

In some cases, the enquiry may be passed to the Head of school or Ex Head.

## Emotional or Mental

### Health Enquiry

Examples: Concerns around anxiety, school avoidance, changes to family circumstances.

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8:30am - 3:30pm

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### SCHOOL

Class teacher will either respond with an email, phone call or invitation to meet.

Staff will aim to make an initial response within two working days.

In some cases, the enquiry may be passed on to the SENDCO.

## SEN Enquiry including

### medical needs

Examples: Support for dyslexia, autism, other physical or learning needs and medical conditions.

### PARENT/CARER

Email the SENDCO at

[senco@stanton-st-quintin.wilts.sch.uk](mailto:senco@stanton-st-quintin.wilts.sch.uk)

### SCHOOL

SENDCO will either respond with an email, phone call or invitation to meet.

Mrs Todd will aim to make an initial response within three working days

## Safeguarding Concerns

Examples: online safety, bullying, repeated physical incidents

Email to [safeguarding@lfssq.wilts.sch.uk](mailto:safeguarding@lfssq.wilts.sch.uk)