

We are here when you need to speak to US....

How can I give a quick message to the teacher?

The teacher is available to receive quick messages on the playground each morning.

Quick messages about illness, forgotten homework or kits and arrangements for picking children up can be given to your child's teacher when they collect the class from the playground. A written note may also be sent with your child.

How can I arrange a detailed discussion with the teacher?

The teacher will not be able to see you before school starts or during lessons – this is the children's time. Please contact the school office to arrange an appointment.

Please contact the school office to book an appointment with your child's teacher. An appointment will be arranged by the end of the day so long as your child's teacher is in school. The secretary will tell you if your child's teacher is not in school – you may choose to wait for them to return or ask for an appointment with a senior member of staff. The appointment will always be arranged for a mutually convenient time.

How can I deal with an urgent matter or emergency?

The teacher will not be able to see you before school starts or during lesson time – this is the children's time. Please call at the office and ask to see a senior member of staff.

Please contact the office and ask to see a senior member of staff. We will do our best to see you as quickly as possible. Please understand that sometimes you may need to wait for the senior member of staff if they are with someone else – we will make you welcome whilst you wait or you might prefer to arrange a later appointment. We will always feed back in response to urgent matters by the end of the day or other time agreed with you.

Can I contact the school by telephone?

Please contact the school office with any message, enquiry or urgent matter on 0121 552 1485. Messages can be passed on and staff can call you back if necessary.

The school office will take messages and can arrange for the appropriate member of staff to call you back if necessary. You can also make appointments with teachers over the telephone.

You are welcome in school.....

Can I come into the school building?

YES!

Parents are always welcome in school. We need to know who is in the building at all times in case of a fire and to ensure your children are safe from unauthorised adults. Please only enter the school via the main office, not the pupil entrances.

We will always welcome you in school. We trust that you will understand that we cannot allow free access to the school through the pupil entrances. The corridors are not big enough to accommodate parents, carers, push chairs and toddlers. We also need to know exactly who is in the building at all times. The children's safety is our priority.

I would like to help in school. Can I do this?

YES!

We welcome parent / carer helpers in school. All adults in school need to be security cleared. Please complete a clearance form, available from the office.

If you would like to help in school or accompany class visits you need to be security cleared. This is a simple process. Once your clearance has been received we will contact you to make arrangements for you to come in to school. We trust that you will understand why it is essential for all adults in school to be security checked.

I need to help my child to look for something. Can I walk straight in?

Please see your child's teacher or any staff member. Alternatively, call at the office.

We trust that you will understand that we must know exactly who is in the building at all times. We cannot allow unrestricted access to the school, the children's safety is our priority. Please do not come into school without seeing a member of staff first.

VIOLENCE. THREATS. AGRESSION OR ABUSIVE BEHAVIOUR

The above are very rare at St Francis Xavier. If someone is violent, threatening, abusive or aggressive they will be asked to leave the building. The Police may be contacted.