



# POTTEN END C of E PRIMARY SCHOOL

Church Road, Potten End, Berkhamsted, Hertfordshire, HP4 2QY

Head Teacher  
Mrs Denise Kennedy

Telephone 01442 865022  
e-mail: [admin@pottenend.herts.sch.uk](mailto:admin@pottenend.herts.sch.uk)  
[www.pottenend.herts.sch.uk](http://www.pottenend.herts.sch.uk)

Dear Parents and Carers

## COMMUNICATION

As communication is a crucial element to the smooth running of a school, we would like to clarify who you should communicate with directly if you have a query or concern. Previously, as Head Teacher I have been asked to be involved in issues which, in the first instance, could have been more appropriately dealt with by another member of staff. To expedite your query/concern, please can I ask that you to refer to the table below when deciding which member of staff is most appropriate to contact.

Your query	Who you need to talk to	How to get in touch
To share any concerns regarding <b>child welfare or family circumstances</b> , including <b>child protection</b>	<b>Head Teacher/Safeguarding Lead</b> Mrs Kennedy <b>OR</b> <b>Deputy Safeguarding Leaders</b> Miss Ford Mrs Hall Mrs Sharpling	<b>Telephone or make an appointment</b> via the <b>School Office</b> <b>email:</b> <a href="mailto:admin@pottenend.herts.sch.uk">admin@pottenend.herts.sch.uk</a> <b>OR</b> <b>call:</b> 01442 865022 <b>OR</b> drop a note into the <b>School Office</b> <b>OR</b> call into the <b>School Office</b> in person
Anything specifically <b>relating to your child</b> (their progress, behaviour or something that has happened in school)	<b>Your child's Class Teacher</b> is always the first port of call for any of these queries. They may then involve the <b>Phase Leader</b> followed by the <b>Deputy Head Teacher</b> or <b>Head Teacher</b> if necessary.	<b>Make an appointment via the School Office</b> <b>email:</b> <a href="mailto:admin@pottenend.herts.sch.uk">admin@pottenend.herts.sch.uk</a> <b>OR</b> <b>call:</b> 01442 865022  Teachers have different availability before and after school due to clubs, meetings, training, etc. They may <b>telephone</b> you if appropriate. If you wish to make an <b>appointment</b> , it would be helpful to give the teacher an indication of the nature of the concern to ensure enough time is allocated.
Anything to do with <b>your child's Special Educational Needs (SEN)</b> provision or any <b>concerns</b> you may have about SEN or pastoral needs	Our <b>SENDCo</b>	<b>Make an appointment via the School Office</b> <b>email:</b> <a href="mailto:admin@pottenend.herts.sch.uk">admin@pottenend.herts.sch.uk</a> <b>OR</b> <b>call:</b> 01442 865022 <b>OR</b> <b>email:</b> <a href="mailto:SENDCO@pottenend.herts.sch.uk">SENDCO@pottenend.herts.sch.uk</a>
Anything relating to <b>your child's sickness or medical absence</b>	<b>School Office</b>	<b>Inform the School Office before 9.15am on the first day of absence</b> detailing reason for absence by:- <b>email:</b> <a href="mailto:admin@pottenend.herts.sch.uk">admin@pottenend.herts.sch.uk</a> <b>OR</b> <b>Leave a voicemail on:</b> 01442 865022

Your query	Who you need to talk to	How to get in touch
Anything relating to <b>your child's absence</b> due to a <b>medical or outside agency appointment during the school day</b>	School Office	Inform the school office as soon as possible and confirm before 9.15am if your child will be requiring lunch that day email: <a href="mailto:admin@pottenend.herts.sch.uk">admin@pottenend.herts.sch.uk</a> OR call: 01442 865022 and leave a voice mail
If your child is <b>going to be late</b> eg traffic problems, family emergency etc	School Office	Inform the school office as soon as possible and confirm before 9.15am if your child will be requiring lunch that day email: <a href="mailto:admin@pottenend.herts.sch.uk">admin@pottenend.herts.sch.uk</a> OR call: 01442 865022
<b>Quick messages</b> for your child's <b>Teacher</b> , eg lost items, wrong jumper, etc.	Class Teacher OR Teaching Assistant	Speak to the <b>member of staff</b> who greets your child in the morning.
<b>Messages</b> about who is collecting your child etc <i>Relevant messages will be passed on to the Class Teacher</i>	School Office	Contact the School Office before 1.30pm email: <a href="mailto:admin@pottenend.herts.sch.uk">admin@pottenend.herts.sch.uk</a> OR call: 01442 865022
<b>Holiday Request during term time</b> <i>Please remember requests should only be made in <b>exceptional circumstances</b>.</i>	Mrs Kennedy	Complete the <b>Leave of Absence form</b> available on the <b>school website</b> or from the <b>foyer</b> outside the School Office.
Any queries with <b>administration</b> eg Arbor Contact details etc can be updated by parents/carers on Arbor	School Office	Contact the School Office email: <a href="mailto:admin@pottenend.herts.sch.uk">admin@pottenend.herts.sch.uk</a> OR call: 01442 865022
Anything to do with the <b>FOS and fundraising</b>	Friends of the School	Contact Friends of the School email: <a href="mailto:fospottenend@gmail.com">fospottenend@gmail.com</a>
Anything relating to <b>whole school issues</b> , suggestions for the future or to give feedback	Your <b>Parent Forum class representative</b> OR if appropriate Mrs Kennedy	Contact your <b>Parent Forum class representative</b> Parent Forum email: <a href="mailto:ParentForum@pottenend.herts.sch.uk">ParentForum@pottenend.herts.sch.uk</a> OR if required, <b>make an appointment</b> via the <b>School Office</b> email: <a href="mailto:admin@pottenend.herts.sch.uk">admin@pottenend.herts.sch.uk</a> OR call: 01442 865022
Message for the <b>Governing Board</b>	Chair Rob Dale	Contact <b>by letter</b> via the <b>School Office</b> addressed to Rob Dale OR email: <a href="mailto:chairofgovernors@pottenend.herts.sch.uk">chairofgovernors@pottenend.herts.sch.uk</a>
Anything to do with <b>premises</b>	School Office	Contact the School Office email: <a href="mailto:admin@pottenend.herts.sch.uk">admin@pottenend.herts.sch.uk</a> OR call: 01442 865022
<b>Information regarding forthcoming events, club dates etc</b>	Please refer to the school website, newsletters, club flyers etc	Please check the school calendar, newsletters, class pages or general letters section of the website

I hope this information is useful and informative.

Yours sincerely  
**DENISE KENNEDY**  
Head Teacher

