

Dear parents & carers,

At Valley End, we recognise that effective communication between our school and our families is fundamental to ensuring your children thrive, thus we wanted to take the opportunity to reiterate the communication channels available to you at Valley End.

Issue, query or concern	Communication method	The response you can expect
If your child is absent from school	Please notify the school office <b>each day</b> of an absence by 8.45am, by telephone or by email at: <a href="mailto:info@valleyend.surrey.sch.uk">info@valleyend.surrey.sch.uk</a>	The office staff will contact you if they do not receive notification from you regarding the absence. If we are unable to make contact, we may visit your home address to seek reassurance about your child's welfare.
If you have a message for your child's teacher e.g. regarding collection	Please liaise with your child's class teacher at pick-up. Alternatively, please email the office at: <a href="mailto:info@valleyend.surrey.sch.uk">info@valleyend.surrey.sch.uk</a>	Please talk to your child's teacher after the class has been dismissed.
If you are concerned about your child's academic progress or emotional & social development	Please email your child's class teacher via the school office with a brief outline of your concern at: <a href="mailto:info@valleyend.surrey.sch.uk">info@valleyend.surrey.sch.uk</a>	We hold parent meetings termly. In addition, annual reports are shared at the end of the academic year. You can expect a response within two working days of an email being shared. We recognise it may be appropriate for an ad-hoc meeting with your child's class teacher to be arranged. If so, our objective is to provide you this opportunity within 5 working days.
If you have a safeguarding concern about a child	Please email the designated safeguarding lead: <a href="mailto:dsl@valleyend.surrey.sch.uk">dsl@valleyend.surrey.sch.uk</a>	This email address is monitored daily during term-time and regularly outside of term time. However, if your concern is urgent, we would encourage you to contact the police or <a href="#">Children's Services</a> directly.
If you would like to discuss your child's special educational needs	Please email your child's class teacher via the school office ( <a href="mailto:info@valleyend.surrey.sch.uk">info@valleyend.surrey.sch.uk</a> ). If your query relates to statutory support or an external professional, please contact the SENDCo (Special Educational Needs & Disability Coordinator) <a href="mailto:sendco@valleyend.surrey.sch.uk">sendco@valleyend.surrey.sch.uk</a>	All teachers at Valley End are teachers of SEND. Parents of children with SEND will have termly, hour-long meetings with their class teacher. Your child's class teacher will liaise with the SENDCo, as necessary.

We are proud of our 'open door' policy and the opportunity it brings for you to liaise directly with your child's class teacher each day. Equally, we are mindful of protecting the capacity of our teachers to be able to focus on teaching and learning to enhance the experience for the children in class.

If your query, issue or concern remains unresolved after following the communication channels above, please liaise with the school office and you will be redirected, as appropriate. The school office is open between **08.30am and 3.30pm on weekdays when the school is open**. Please be mindful, if you email or phone to leave a message outside of these hours, the message will be shared on the following working day.

We are committed to continuing to work collaboratively with all our families in the best interests of each individual child and, as ever, we thank you for your support.

With kind regards

Miss Frost

Interim Headteacher