



# Parent–College Communication

## in the Senior School

This is a brief guide to promote effective communication between parents and St Dunstan's College Senior School Staff.

### WHAT YOU CAN EXPECT FROM US

- Acknowledgement of any email you send us within 48 working hours (to the best of our ability)
- Courteous, formal and professional interaction
- Adherence to the pyramids of communication detailed within this guide
- Invitation to a face to face or telephone meeting, where necessary
- Early notification of concerns we may have for your child

### WHAT WE EXPECT FROM YOU

- Communication following the pyramids of communication below
- Courteous, formal interaction
- Regular monitoring of your Parent Portal and reading letters and important documentation that may affect your child
- Updating changes to personal information on your Parent Portal
- Early notification of changes to your child's circumstances to facilitate our most effective support of them

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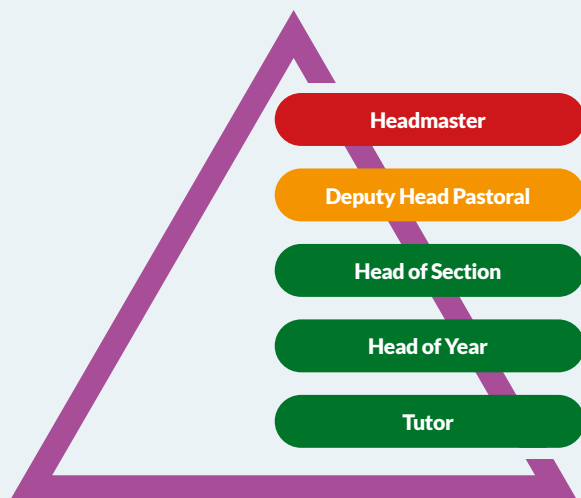
### PYRAMIDS OF COMMUNICATION

There are 6 pyramids. Please start at the bottom and work your way to the top, should the matter not be resolved satisfactorily. It is perfectly acceptable to copy-in the person directly above on this pyramid to any communication.



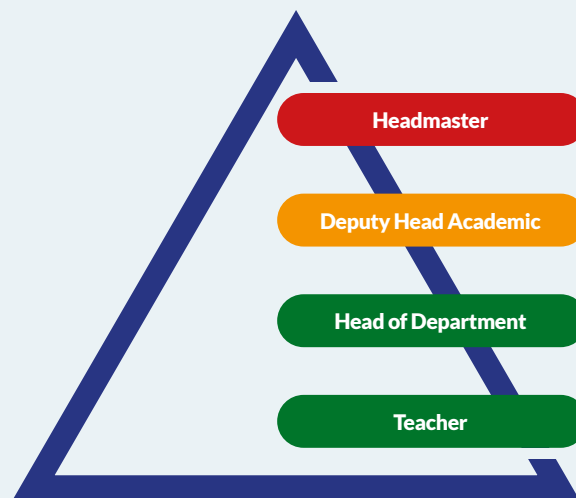
# 1 THE PASTORAL PYRAMID

E.g. I have a question about my child's wellbeing.



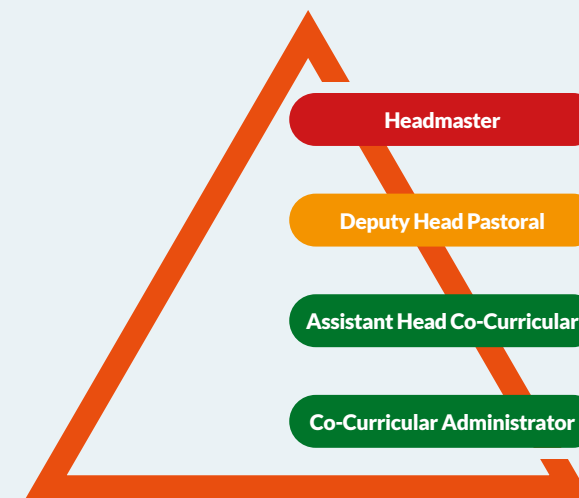
# 2 THE ACADEMIC PYRAMID

E.g. I have a question about my child's academic progress in a subject.



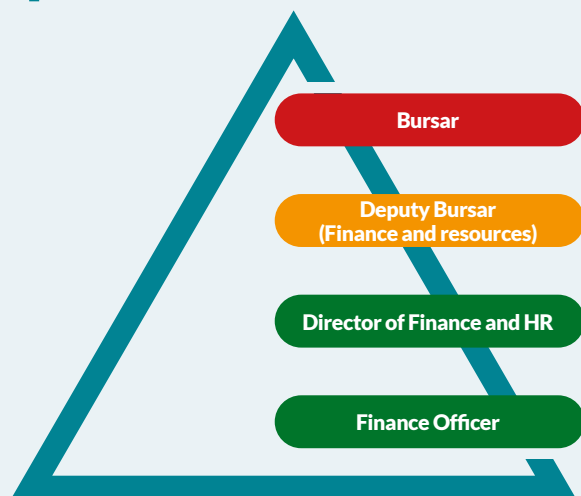
# 3 THE CO-CURRICULAR PYRAMID

E.g. I have a question about my child's participation with the co-curricular programme.



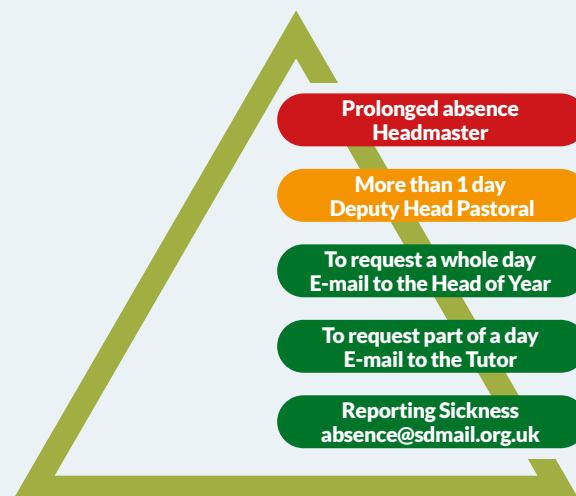
# 4 THE FINANCIAL PYRAMID

E.g. I have a question about my fee bill.



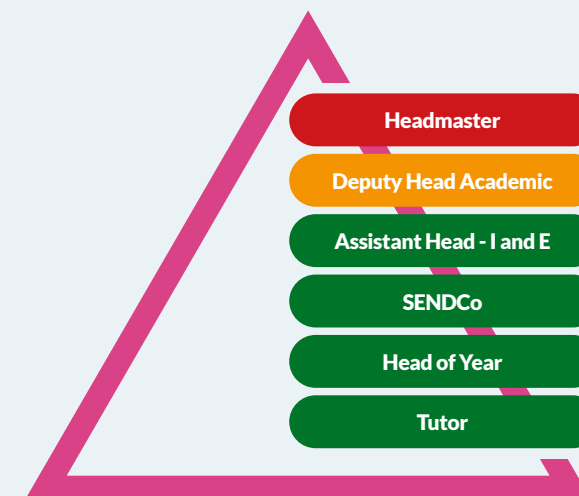
# 5 THE ABSENCE PYRAMID

Please report absence as indicated below:



# 6 THE SEND PYRAMID

E.g. I have a question about my child's progress across multiple subjects.





## St Dunstan's College

In addition, there may be specific questions to the Support Team at the College regarding any of the following matters:

Catering [colloff@sdmail.org.uk](mailto:colloff@sdmail.org.uk)

Calendar [colloff@sdmail.org.uk](mailto:colloff@sdmail.org.uk)

Designated Safeguarding Lead (DSL) [awaite@sdmail.org.uk](mailto:awaite@sdmail.org.uk)

Facilities [propertyteam@sdmail.org.uk](mailto:propertyteam@sdmail.org.uk)

GDPR [bursarandclerk@sdmail.org.uk](mailto:bursarandclerk@sdmail.org.uk)

General Enquiries [colloff@sdmail.org.uk](mailto:colloff@sdmail.org.uk)

Health and Safety [propertyteam@sdmail.org.uk](mailto:propertyteam@sdmail.org.uk)

Lost Property [lostproperty@sdmail.org.uk](mailto:lostproperty@sdmail.org.uk)

### My Contacts 2019 / 2020

Headmaster	Mr N P Hewlett	<a href="mailto:vhearn@sdmail.org.uk">vhearn@sdmail.org.uk</a>
DH Academic	Mr A Johnson	<a href="mailto:edaniels@sdmail.org.uk">edaniels@sdmail.org.uk</a>
DH Pastoral	Mrs A Waite	<a href="mailto:edaniels@sdmail.org.uk">edaniels@sdmail.org.uk</a>
Head of Section		
Head of Year		
Tutor		

**Link to complaints policy:**

[Stage 2 complaint](#)

[Stage 1 concern](#)

Please refer to the complaints policy for stage 3

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[www.stdunstans.org.uk](http://www.stdunstans.org.uk)

Registered charity number 312747