



Parent–College Communication

in the Junior School

This is a brief guide to promote effective communication between parents and St Dunstan's College Junior 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

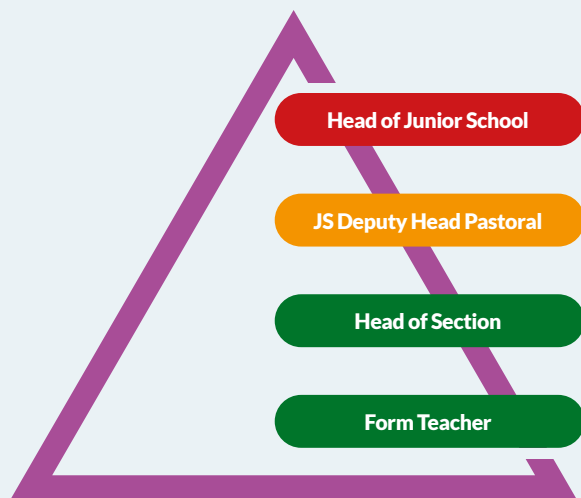
PYRAMIDS OF COMMUNICATION

The main point of contact for general enquiries in the Junior School is the Junior School Office (jsoffice@sdmail.org.uk; 020 8516 7225). To help you if your query or question is more specific, there are 6 pyramids of communication. 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.



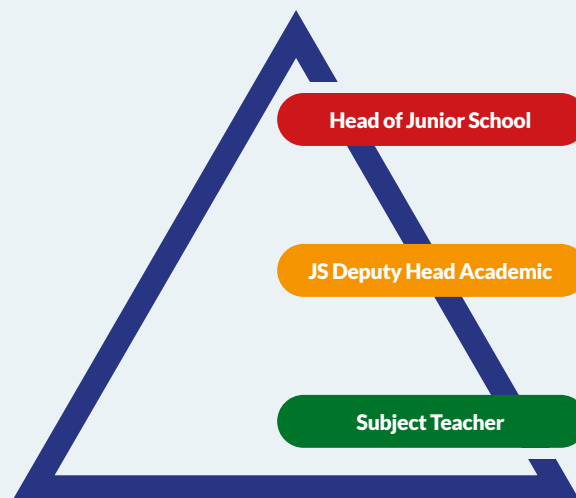
1 THE PASTORAL PYRAMID

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



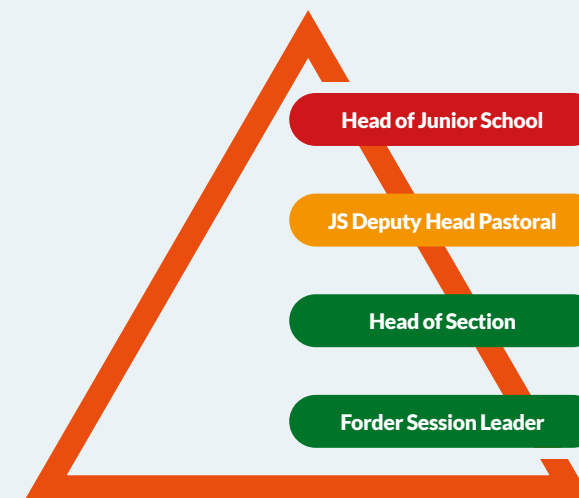
2 THE ACADEMIC PYRAMID

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



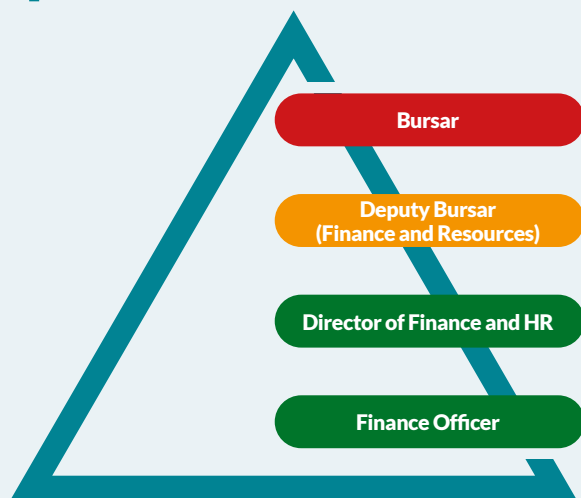
3 THE CO-CURRICULAR PYRAMID

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



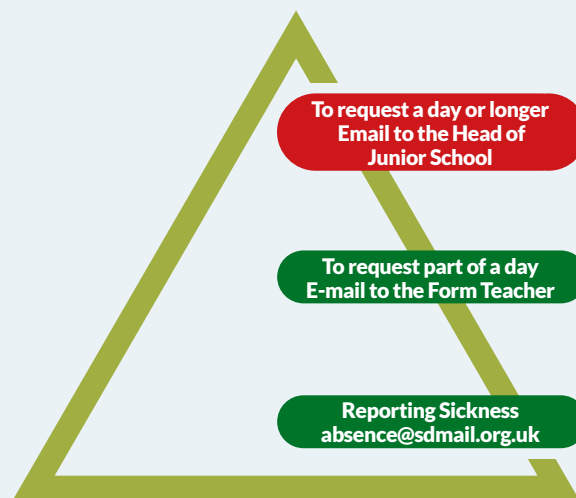
4 THE FINANCIAL PYRAMID

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



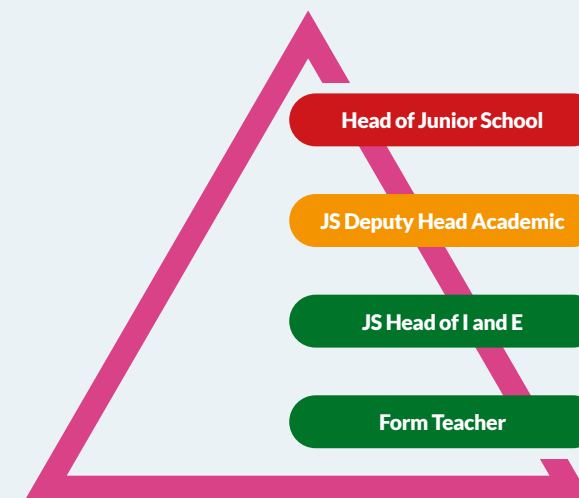
5 THE ABSENCE PYRAMID

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

My Contacts 2019 / 2020

General Enquiries	Junior School Office	jsoffice@sdmail.org.uk
Head of Junior School	Mr Paul Cozens	djackson@sdmail.org.uk
DH Pastoral	Miss L Whitwood	lwhitwood@sdmail.org.uk
DH Academic	Mr M Bryant	mbryant@sdmail.org.uk
Head of Pre-Prep	Mrs T Shaw	tshaw@sdmail.org.uk
Head of Y1&2	Mrs E Rogers	erogers@sdmail.org.uk
Head of Y3&4	Miss R Rowe	rrowe@sdmail.org.uk
Head of Y5&6	Mrs K Dickenson	kdickenson@sdmail.org.uk
Form Teacher		

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

Catering colloff@sdmail.org.uk

Calendar colloff@sdmail.org.uk

Designated Safeguarding Lead (DSL) awaite@sdmail.org.uk

Facilities propertyteam@sdmail.org.uk

GDPR bursarandclerk@sdmail.org.uk

Health and Safety propertyteam@sdmail.org.uk

Link to complaints policy:

[Stage 2 complaint](#)

[Stage 1 concern](#)

Please refer to the complaints policy for stage 3

020 8516 7225

St Dunstan's College, Stanstead Road, London, SE6 4TY

www.stdunstans.org.uk

Registered charity number 312747