



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

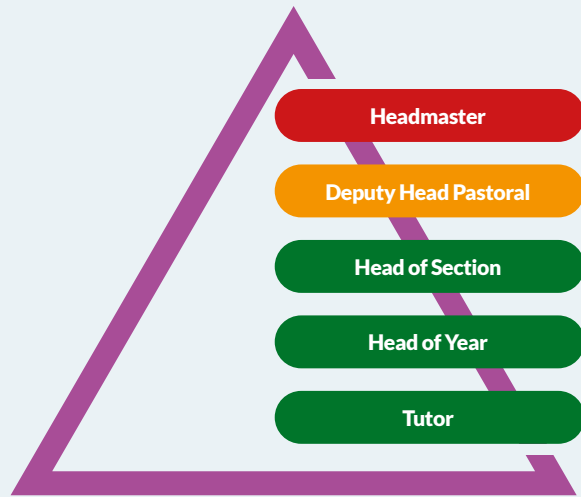
PYRAMIDS OF COMMUNICATION

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.



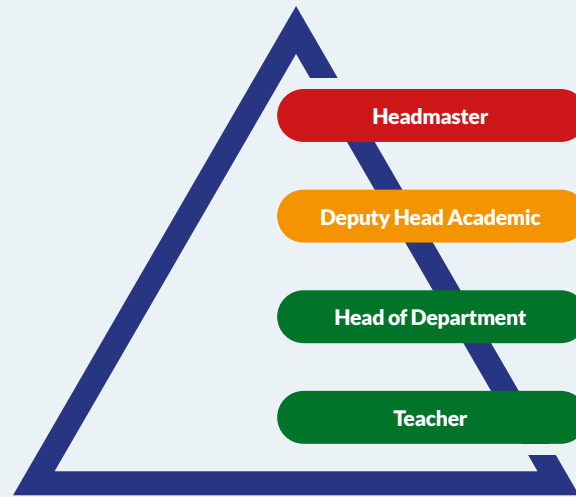
1 THE PASTORAL PYRAMID

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



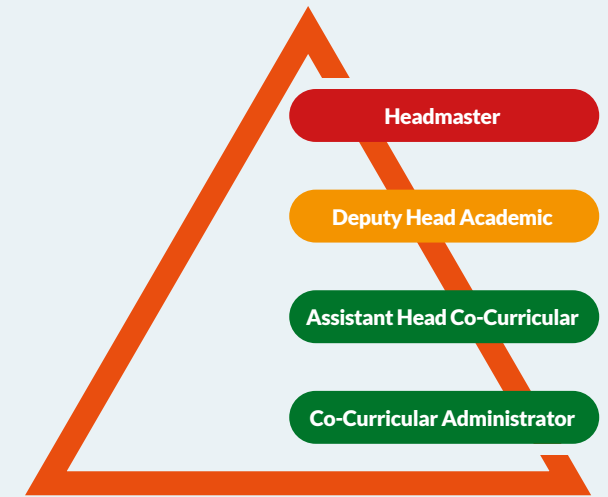
2 THE ACADEMIC PYRAMID

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



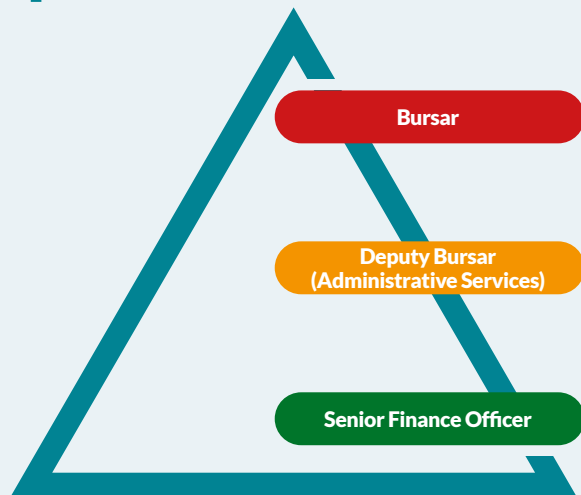
3 THE CO-CURRICULAR PYRAMID

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



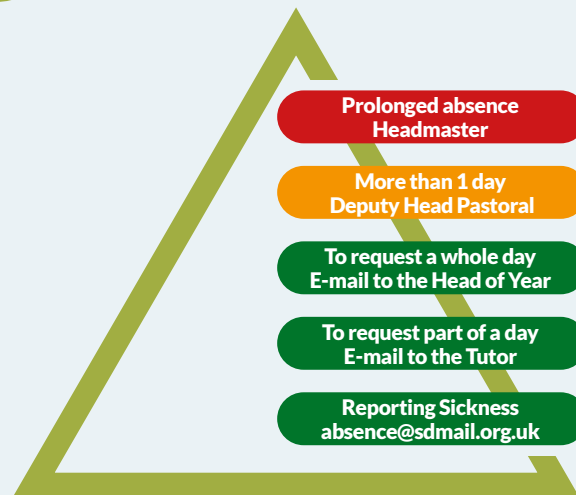
4 THE FINANCIAL PYRAMID

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



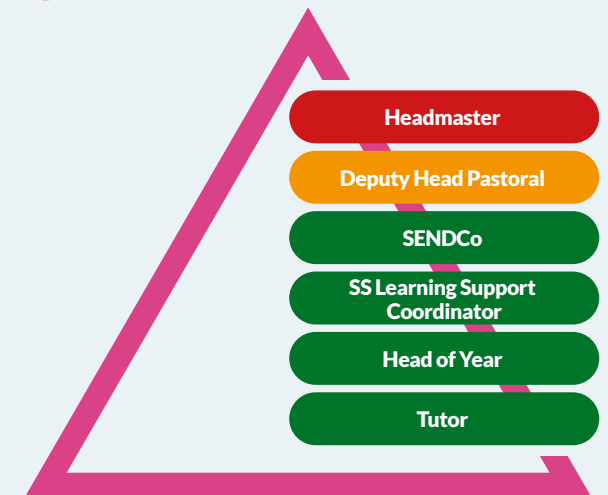
5 THE ABSENCE PYRAMID

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

My Contacts 2020 / 2021

| | | |
|-----------------|-----------------|------------------------|
| Headmaster | Mr N P Hewlett | vhearn@sdmail.org.uk |
| DH Academic | Mr J Holmes | edaniels@sdmail.org.uk |
| DH Pastoral | Mrs J McLellan* | edaniels@sdmail.org.uk |
| Head of Section | | |
| Head of Year | | |
| Tutor | | |

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

Calendar colloff@sdmail.org.uk

Designated Safeguarding Lead (DSL) jmclellan@sdmail.org.uk*

Facilities propertyteam@sdmail.org.uk

GDPR bursarandclerk@sdmail.org.uk

General Enquiries colloff@sdmail.org.uk

Health and Safety propertyteam@sdmail.org.uk

Lost Property lostproperty@sdmail.org.uk

*Mrs G Davies is Acting Deputy Head Pastoral and Designated Safeguarding Lead for the duration of Mrs McLellan's maternity leave: gdavies@sdmail.org.uk

Link to complaints policy:

[Stage 2 complaint](#)

[Stage 1 concern](#)

Please refer to the complaints policy for stage 3

020 8516 7200

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

www.stdunstans.org.uk

Registered charity number 312747