

Summary for Parents

Phone our *General Office*
on 028 417 52448

Outline your concerns

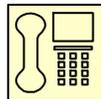
Give your contact details

An appropriate member of
staff will return your call

A meeting can be arranged
if required

Carrick Primary School

**Making Contact
with Carrick
Primary School**



028 417 52448

Carrick Primary School

61 Ballydesland Road

Burren, Warrenpoint.

BT34 3QA

Email: info@carrick.warrenpoint.ni.sch.uk

Website: www.carrickprimaryschool.com

**An Information
Guide for Parents.**

Making Contact with the Staff of Carrick Primary School

The majority of contacts with school are routine and most simply require the delivery of factual information.

Parents often use the Reading Record Books (P1-P7), the Homework Diaries (P4-P7) and/or the Homework Books (P1-P3) to communicate with staff. Some parents write a note or a letter to the teacher, and this can be brought into school by the child. Alternatively parents can email the school on:

info@carrick.warrenpoint.ni.sch.uk
or can visit the website on www.carrickprimaryschool.com

Parents are asked to let the school know in advance if they are collecting a child early from school for an appointment or for any other reason. The person collecting the child will be asked to sign the exit book.

On other occasions, such as a family emergency or if you have a serious concern about an aspect of your child's health, or his/her experience of life at home or in

school, it is important to be clear about how to make contact with us.

Procedure

- Phone the school
- Outline your concern
- Give your contact details to ensure that we can make direct contact with you.

You may need to speak to a particular member of staff. While we understand that this may be important, teaching commitments and meetings can make requests for immediate access impossible.

When we have your contact details and a brief outline of your concern, we can quickly organize a response.

A member of staff will speak to you as soon as possible.

A meeting can be arranged, if necessary, to tease out the issues and work together towards a mutually agreed solution.

In Confidence

Serious concerns, which will often require face-to-face discussions with a member of staff, will be handled in confidence. Your initial contact with our secretary, indicating the nature of the concern and its urgency, will be quickly followed by a reply from the member of staff best equipped to deal with the concern/issue. The teacher or staff member making the return call will be able to do so in a private setting and will have adequate time to discuss the issue and if necessary, to arrange a meeting.

A Team Approach

Our Pastoral Care Systems are structured so as to support all aspects of children's growth and development. When parental concerns are expressed, we are committed to working together with parents and pupils, to resolve the situation to everyone's satisfaction.