



Communications Protocol

To ensure swift responses, equitable access and careful tracking of all school communication, we have asked our administration team to adhere to the following communication protocol. All communication will be directed to the correct stage.

Stage 1 Class Teacher

- Contact the class teacher/admin assistant via admin@queenspark.brighton-hove.sch.uk.
- The class teacher/admin assistant will respond within 5 working days (term time only).
- The class teacher/admin assistant will redirect your question, concern, compliment or complaint where necessary.

Stage 2 Assistant Headteacher/School Business Manager

- If you have completed stage 1 and would like to escalate your question, compliment, complaint or concern, please alert Ruth Whitehead (Assistant Headteacher) or Mel Lawrance (School Business Manager) via admin@queenspark.brighton-hove.sch.uk.
- The Assistant Headteacher/School Business Manager will respond within 5 working days (term time only).

Stage 3 Deputy Headteacher

- If the Assistant Headteacher/School Business Manager was unable to resolve your compliment, concern or complaint, please ask for your communication to be elevated to Miss Martin (Deputy Headteacher).
- The deputy Headteacher will respond within 5 working days (term time only).

Stage 4 Headteacher

- If you would like to escalate your communication further, please ask for your communication to be elevated to Mrs. Gale (Headteacher).
- The Headteacher will respond within 5 working days (term time only).

If your communication remains unresolved, please refer to our complaints policy which can be found on our school website:

<https://www.queenspark.brighton-hove.sch.uk/our-school/policies>

To support you in directing your compliment, concern or complaint, please see the diagram below:

