



# Communication at BWA

*The best for every child, every day.*

At Bellevalle Wix Academy, we aim for effective communication between home and school.

Teaching staff are available at the end of the day, in the playground, for any quick queries. Should your query require a more detailed response or you would like to arrange a meeting, it is best to make an appointment with the relevant member of staff personally, or via the school office.

We hope that the chart below will be useful in directing you towards the best person to help you with your query. It is much more effective to go to the Class Teacher first if your question relates to your child personally.

TYPE OF QUERY	MEMBER OF STAFF TO CONTACT
<b>Safeguarding/Child Protection</b>	Miss Fisher in the first instance, followed by another member of the SLT. (Mrs Coleman, Miss Hawes or Miss Henry)  Every member of staff is responsible for safeguarding so please do share any concerns with any member of our staff.
<b>Any issues relating to your child</b>	Class Teacher in the first instance.
<b>If you do not feel the issue has been resolved or you need more advice.</b>	<b>Stage 1</b> – Senior leader for the Phase – as below <ul style="list-style-type: none"> <li>• EYFS (Nur &amp; Rec) – Miss Fisher</li> <li>• Year 1 -3 – Mrs Coleman</li> <li>• Year 4 – 6 – Miss Hawes</li> </ul> <b>Stage 2</b> – Miss Henry
<b>Any issues relating to other children</b>	Class Teacher or Senior leader for the Phase – above
<b>Bilingual stream</b>	1. Class Teacher 2. Mrs Osuntokun (for pupils registered with BWA) Or Mr Bonnefoy Mme Filloux (for pupils registered with EdW)
<b>Inclusion/Special Educational Needs</b>	Miss Coleman
<b>Whole School Pupil Enquiries</b>	Miss Henry or Miss Holt
<b>Admissions</b>	Miss Holt
<b>Payments/Finance</b>	Miss Holt
<b>Complaints</b>  (Please refer to our Concerns and Complaints Policy on the school website)	<ul style="list-style-type: none"> <li>• Stage 1 – Class Teacher</li> <li>• Stage 2 – Senior leader for the Phase – as above</li> <li>• Stage 3 – Miss Henry</li> <li>• Stage 4 – Chair of the Local Governing Board</li> <li>• Stage 5 – Chair of the Trustees</li> </ul>
<b>CONTACT DETAILS</b>	Phone: 0207 228 3055  Email: <a href="mailto:admin@wix.wandsworth.sch.uk">admin@wix.wandsworth.sch.uk</a>