



Headteacher: Iman Atwal  
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6th March 2024

Dear Parent/Carers,

I wanted to take this opportunity to remind our parents and carers of our communication channels across the school. I am aware of the feedback we have received around how we can improve our interactions with our community to engage in positive communication and act on any feedback.

We understand you may have concerns you wish to raise. We have a complaints policy (attached and can also be found here:

<https://www.woodside.croydon.sch.uk/page/?title=Policies&pid=46>) and we expect all parents and carers to follow our communication process to ensure we have a clear system in-line with the policy.

Below we have provided a simple flowchart to show how we have a graduated response to communication. This is the same information we sent in September but it has since been updated to reflect current staffing. The table provides the key staff members who should be contacted, following the communication flowchart.

### **A summary of communication expectations:**

If anyone has any initial concerns or questions, the first point of call is class teachers. If it is felt the concern remains unresolved, then parents and carers should follow the flowchart. This allows all parties involved to have clear communication as well as following a clear system in line with our complaints policy.

Please contact staff as per attached if you have any questions or concerns as well any positive feedback that we can share with our staff and community. It is imperative all community members follow the correct channels of communication.

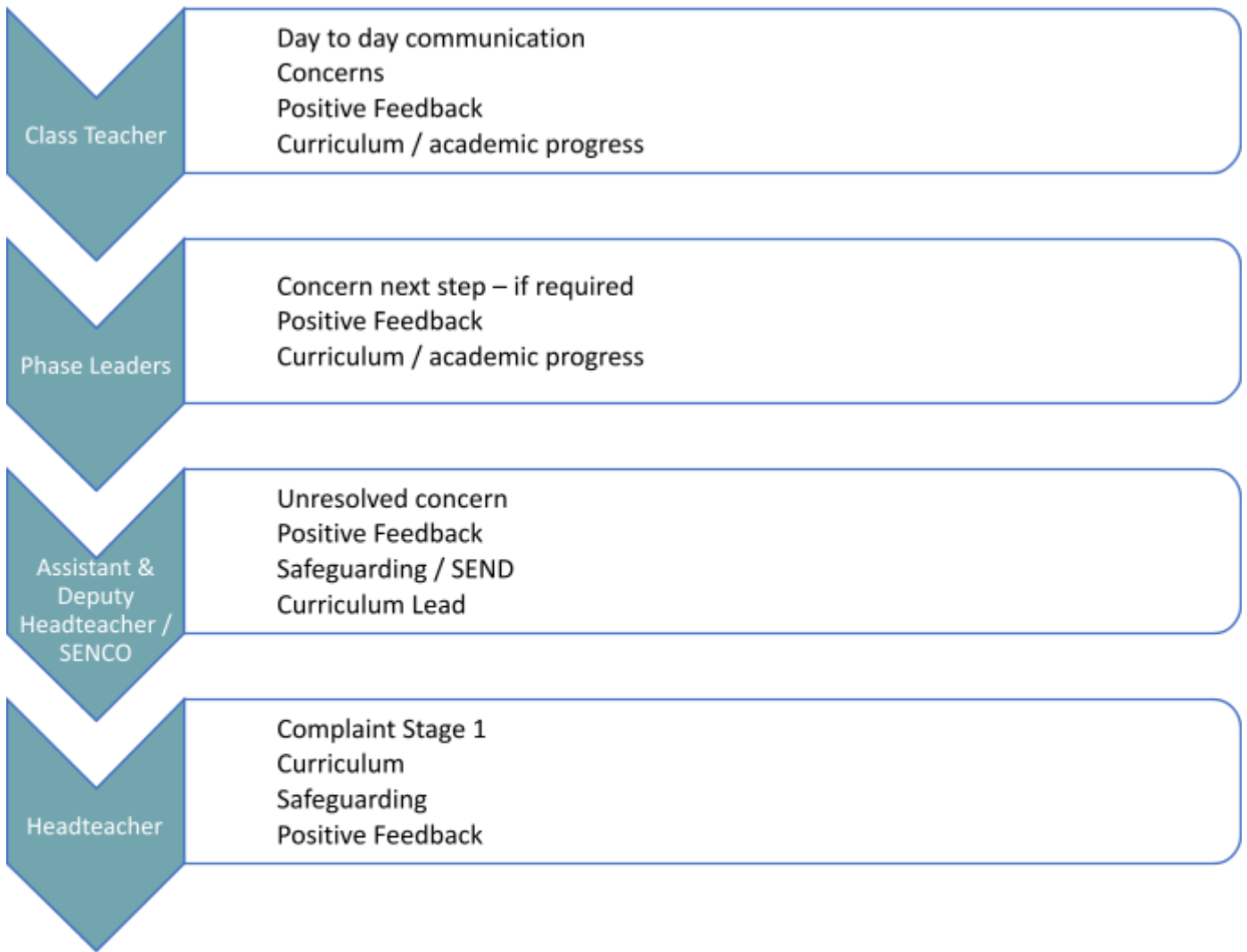
Yours sincerely,

**Mr I Atwal**

**Headteacher**



Inspire Partnership Academy Trust  
Chief Executive Officer - Robert Carpenter  
Registered Office - Sandbach Place, London SE18 7EX  
Registered in England Company Number - 10421212



Phase Leaders:			
Nursery & Nest & Early Years (Reception) Apple & Pear Class		Ms Finkie Kona	
Key Stage 1 (Years 1 & 2) Ash, Beech, Cedar, Elm, Fir & Hawthorn Class		Miss Becky Jones	
Lower Stage 2 (Years 3 & 4) Juniper, Maple, Oak & Pine Class		Mr Simon Clemenson	
Upper Stage 2 (Years 5 & 6) Rowan, Sycamore, Willow & Yew Class		Ms Blessing Agina	
SENCo		Assistant Headteacher	
Mrs Siobhan Adams	Inclusion Any SEND related issues Positive Feedback Concerns	Miss Tayo Ogundare	Curriculum Teaching & Learning Positive Feedback Concerns
Deputy Headteacher:			
Mrs Helen Robinson		Curriculum Positive Feedback Inclusion Safeguarding Unresolved Concern	
Headteacher:			
Mr Iman Atwal		Staffing Curriculum Positive Feedback Safeguarding Complaint – Stage 1	