

St Fergus' RC Primary School

Communication Protocol



At St Fergus' RC Primary School, we highly value the on-going positive communication we have with parents and carers, the two-way process of which is vital to the successful support for and education of our pupils.

Seesaw is our main communication platform and here is where we will share regular updates about school life and your children's learning.

We will endeavour to respond to phone calls and emails as quickly as possible. Ideally, we will respond to the initial contact within 24 hours to answer and/or resolve any queries or issues. If further time is required for finding out more information, we will keep in contact with you and aim to resolve the matter within 3-5 days.

Level 1		
This should always be used as the first point of contact between families and school. This should always be either via the Class Teacher of the School Office, as outlined below.		
Class Teacher	School Office – between 8.45am and 3.30pm	
The following queries are to be raised with your child’s class teacher in the first instance (either at start/end of day or via phone/email): • Learning concerns • Home learning queries/homework • Behaviour issues/concerns • Home/pastoral/friendship concerns • Reply slips and letters – these should be delivered via your child to the class teacher, to then send onto the office	The following queries can be dealt with directly through the office (either by phone 01382 436495, email stfergusrcprimary@dundeeschools.scot or in person): • Reporting an absence – by 9.00am • School events/general information • After School Club queries/issues • Medication Requesting appointments with a member of staff	
Level 2		
If further support is required following communication with the Class Teacher, our Senior Leadership Team are available to advise on matters within their specific areas of responsibility, as detailed below. This can be organised in collaboration with staff at level 1 or directly via the School Office.		
Daisy Kirk Depute Head Teacher	Callum Hay Principal Teacher	Dawn Smith Head Teacher
All matter regarding children in P2/3, P6 and all children in Moon, Sunshine and Star room • Escalated teaching and learning concerns • Escalated behaviour concerns and/or initial complaints re. pupils’ behaviour	All matters regarding children in P1/2, Rainbow Room and Treehouse • Escalated teaching and learning concerns • Escalated behaviour concerns and/or initial complaints re. pupils’ behaviour	All matters regarding children in P4, P5 and P7 and Sacramental Preparation • Escalated teaching and learning concerns • Escalated behaviour concerns and/or initial complaints re. pupils’ behaviour
Level 3		
If a matter needs further attention, it can be brought to the attention of the Head Teacher. This can be organised in collaboration with the staff at levels 1 & 2 or directly via the School Office. Anything that would normally be raised with The Head Teacher or can be raised with The Depute Head Teacher in the Head Teacher’s absence.		
In addition to unresolved concerns raised through level 1 and 2, the following queries can be raised directly with the Head Teacher: • Issues which relate to safeguarding concerns • Formal complaints		

Questions or queries related to the above should be directed via email, phone or in person.

St. Fergus RC Primary School- Mobile Phone Policy – Pupils



We recognise that mobile phones are part of everyday life for many children and that they can play an important role in helping pupils to feel safe and secure. However, we also recognise the distraction it can create in school and can provide a means of bullying. *Phones are not permitted on school trips.

- The phone is left at the owner's own risk and school is not responsible for loss or damage.
- The phone must be switched off and in the owner's bag.
- Pupils may bring their phones to school if they require them for walking to or from school without parents.

If they are attending the shops on a Friday (Primary 7 only) and there should be no social media- school are not responsible during this time.



Link SLT to return
call/arrange meeting
within 48 hours



Link SLT to return
call/Arrange meeting
promptly