



Springwell Park

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Dear Parents / Carers

We have recently noticed an increase in the number of requests for phone calls and meetings with our SENCO team. While we always aim to support families as quickly and effectively as possible, **we want to ensure that all queries are directed to the right person so they can be resolved efficiently.**

If your query relates to your child's day-to-day learning, classroom experience, or progress within lessons, the most effective person to speak to would be your child's Class Teacher. Class teachers know your child best and will often be able to answer your questions directly or put appropriate support in place.

If, however, your query is more specific to your child's special educational needs provision (for example and not limited to, external agency involvement) please do not hesitate to contact the SENCO team. Please do so by calling the school office and (if you are happy to) providing a brief outline of your query. This allows us to:

- Prioritise calls appropriately; and
- Ensure we have any relevant information or documentation ready before speaking with you, so that your query can be dealt with quickly and effectively.

We always endeavour to return your calls as quickly as possible – we do appreciate your patience. We value working in partnership with our families and appreciate your understanding in helping us manage communication efficiently.

Kind regards,

Mr Tom Hanlon
Assistant Head / Inclusion Lead

