



Springwell Park

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Dear Parents and Carers,

At Springwell Park, we are committed to working closely with families and ensuring that parents can access the support and guidance they need for their child.

We have seen an increasing number of parents arriving at reception and requesting to speak with members of the Inclusion Team without a pre-arranged appointment. Whilst we always aim to be as accessible as possible, this is not always feasible due to our daily commitments, which include teaching responsibilities, pupil observations, meetings with parents, meetings with external professionals, and other scheduled school activities.

To ensure that all enquiries are dealt with effectively and in a timely manner, we would like to remind parents of the following process:

- The first point of contact for any query regarding your child should usually be your child's class teacher. They know your child best and know how they are coping day-to-day.
- If further support is required, the matter may then be referred to the school's SEND Team.
- Parents wishing to speak with a member of the Inclusion Team should contact the school office or speak with a member of the administration team at reception.

When contacting the office, you will be asked to provide a brief summary of your query. This information allows us to triage requests appropriately, identify the most suitable person to support you and gather any relevant information before making contact. This helps us ensure that when we do speak with you, we are fully informed and able to provide the most effective support possible.

Please be assured that all requests are treated with care and consideration, and a member of the relevant team will contact you as soon as possible.

We appreciate your understanding and cooperation in helping us manage enquiries efficiently whilst ensuring that all children receive the support they need throughout the school day.

Thank you for your continued support.

Yours sincerely,

Tom Hanlon
Assistant Headteacher and Inclusion Lead

