



Hartburn Primary School
Adelaide Grove
Hartburn
Stockton-on-Tees
TS18 5BS

Acting Headteacher: Mrs Lindsey Wain

Tel: 01642 391728/646001 | Fax: 01642 646002 | Email: Enquiries@hartburn.org.uk | Website: www.hartburn.org.uk



Date: 18th February 2026

Dear Parents/Carers,

Parents and Carers: Communicating with Staff

We value the strong partnership we share with our families and want to take a moment to clarify a few expectations around communication and support, so that we can continue working together in the best interests of the children.

As a school, we are committed to communicating with parents and carers in a professional and respectful manner. We kindly ask that all communication with the school continues to reflect these same standards.

For everyday practical matters — such as changes to pick-up arrangements, reporting illness, or informing us of an injury — please contact the **school office** by email (enquiries@hartburn.org.uk) or by telephone (01642 646001). This ensures messages are received and acted upon promptly. Alternatively, speak to a member of staff on the door at drop-off, please remember that messages relayed to the door staff must be brief - for further discussion please email enquiries.

For all other matters, please see below.

Your Child's Class Teacher

Your child's class teacher should always be the first point of contact for any questions or concerns. They work closely with your child each day and are best placed to support with learning, wellbeing, or day-to-day matters.

Throughout their school life, children will experience great success, happiness and achievement as well as the occasional moments of challenge, conflict, and disappointment. At Hartburn, we address these situations proactively and sensitively to ensure all children feel listened to and supported. Teachers are professionals who dedicate their time, energy, and expertise to supporting your child every day. Speaking to pupils about our expectations is a normal and necessary part of teaching. It is not a personal criticism.



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C/O Hartburn Primary School, Adelaide Grove, Hartburn, Stockton-on-Tees, TS18 5BS
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We ask that parents work in partnership with school staff for their child's behaviour and trust that teachers are acting in the best interest of all pupils. Repeated calls or complaints about routine classroom management may undermine this process and disrupt the learning environment.

How to contact the class teacher:

- **Email:** enquiries@hartburn.org.uk, these will be forwarded on to staff.
- **Telephone:** 01642 646001, messages will be forwarded to staff by email.
- **Response time:** Please allow up to **three working days** for a response, between **8:30am and 4:00pm**. If you do not receive a reply within this timeframe, please contact the school office to check your email has been received.
- It is not possible to meet or speak to the class teacher during teaching hours, as this directly impacts on children's learning.
- **Meetings:** Requests for a phone call or face-to-face meeting should be made by emailing the school office. Meetings will be arranged at the earliest convenient opportunity at the beginning or the end of each school day.

Teachers work incredibly hard to meet the needs of every child in their care, with many different abilities and requirements. While we always aim to act promptly on concerns or agreed actions, some matters take a little more time. We kindly ask that staff are given reasonable time to follow up on actions discussed and respond appropriately.

Contacting the SENDCo team:

- **Email:** enquiries@hartburn.org.uk, these will be forwarded on to the staff, but please remember that they work part time whilst additionally having a teaching commitment.
- **Response time:** Please allow up to **five working days** for a response, between **8:30am and 4:00pm**. If you do not receive a reply within this timeframe, please contact the school office to check your email has been received.
- **Meetings:** Requests for a phone call or face-to-face meeting should be made by emailing the school office. Meetings will be arranged at the earliest convenient opportunity, but please allow up to five working days.
- If you require reports to be completed by school staff for assessments carried out by private professionals, please allow **up to six weeks** for completion.

Contacting the Senior Leadership Team (SLT):

- **Email:** enquiries@hartburn.org.uk, these will be forwarded to the relevant teacher.
- **Telephone:** 01642 646001



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- **Response time:** Please allow up to **five working days** for a response, between **8:00am and 5:00pm**. If you do not receive a reply within this timeframe, please contact the school office to check your email has been received.
- **Meetings:** Requests for a phone call or face-to-face meeting should be made by emailing the school office. Meetings will be arranged at the earliest convenient opportunity.

Thank you for your continued support and for working alongside us to ensure the best for all children in our care. We highly value the strong, trusting partnerships with our school community and we know that you have the utmost respect for our school and our staff.
A more comprehensive Parent Communication Policy will follow in due course.

Yours sincerely

Mrs L Wain

Acting Head Teacher



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