

## Key points about written communication



### **Don't -**

Write and send an email, letter or text when you feel angry or upset.

### **Do –**

Wait until you're calmer and feeling in control.

### **Avoid -**

'Shouty' emails/letters with lots of CAPITAL LETTERS and exclamation marks!!!!

You may feel very upset, however this kind of communication usually leads to the receiver feeling defensive.

You want the setting to see your points clearly and work with you to get things right for your child.

### **Do –**

Try and keep your email or letter brief and focus on a few key points.

Bullet points work well to make the main issues stand out.

Long emails over several pages are difficult for staff to process and your key points can easily get lost in background information.

**Try and summarise.**

Dear ....

.....

.....

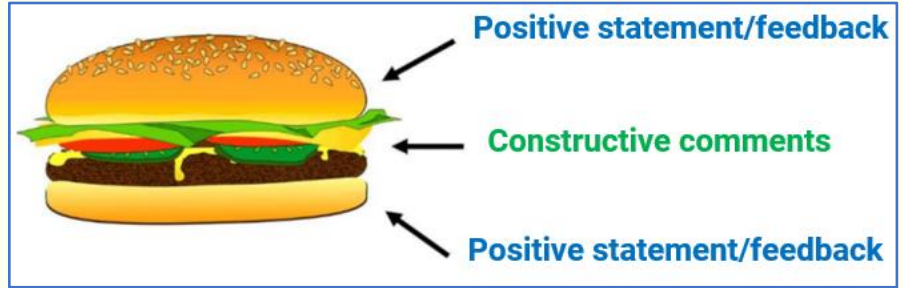
- .....
- .....
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## Raising Concerns - consider the 'positive sandwich'



Thank you for arranging last week's meeting. We valued the chance to talk things through.

We have the following questions/concerns:

.....  
.....

We appreciate your time and look forward to hearing from you.

## Or you might find this format helpful for raising concerns -

Briefly –

- explain the context.
- what you noticed or experienced.
- how this has made you or your child feel.
- suggestions for what might make this better.

Consider the best person/people to contact around the specific issue you want to raise. SENCO, Headteacher, Safeguarding Lead?

## Complaints

If you wish to make a complaint, follow the school's complaint procedure first (Headteacher, then governors).

Be clear about what you would like to see change because of your complaint.

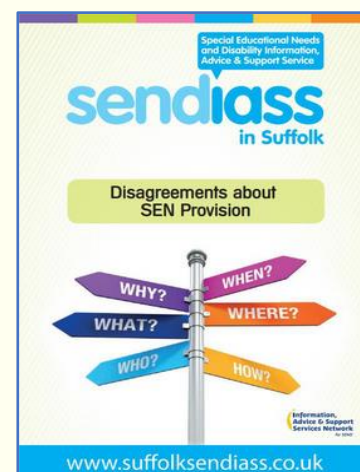
We would advise caution about copying in lots of different people or organisations who may not be best placed to resolve the issue.

If your issue is not resolved at governor level, you could ask for independent resolution or mediation.



We have more information about disagreement resolution on our website:

[Raising concerns - Suffolk SENDIASS](#)



## Email or letter endings.

- If you are expecting a response, suggest a reasonable timeframe.

“I look forward to hearing from you within the next .....

- Aim to end on an encouraging note if you can –

“I’m sure we can work together to support my child.”

“I would be pleased to talk ideas through with you and can be available for a meeting.”