

Inclusive Learning Communication Tree



To ensure that your communication is received by the required member of our Inclusive Learning Department, please follow the communication diagram below

We operate a central inbox system for key areas of our practice. We would like to request that initial communications are sent to one of the inboxes:

General queries: inclusivelearning@igs.mlt.co.uk

EHCP queries: ehcp@igs.mlt.co.uk

Exams Access Arrangements: examaccess@igs.mlt.co.uk

Stage 1 Communication

- Communication with Inclusive Learning should, in most cases begin with the designated Key Stage Inclusive Learning Manager. Their role is to support with the day-to-day communications received through the inclusivelearning@igs.mlt.co.uk inbox and answer incoming phone communications. The Inclusive Learning Key Stage Managers will share your communications to required members of staff.
- Where communications may be more complex to solve and require further discussions with additional staff, these will be raised with the SENCO and/or Deputy SENCO.
- Acknowledgement of communications will be made within **2 working days**, and we will endeavour to address your concerns within **5 working days**.

Our Staff

Mr Daniel Keane

(Assistant Headteacher- Inclusion & Personalisation)

Mrs Laura Malkinson

(Deputy SENCO)

Mrs Nicole Lowes

(Assistant SENCO- EHCP)

Mrs Judith Iliff

(Key Stage 3 Inclusive Learning Manager)

Ms Alison Graham

(Key Stage 4/5 Inclusive Learning Manager)

Mrs Jessica Clasper

(Deputy SENCO- Onsite Provisions)

Mr Adam Birks

(SRP Assistant Manager)

Mr Alex Crisp

(Access Arrangements Assessor)

Mrs Lorraine Broadbent

(Intervention Lead)

Stage 2 Communication

- If your query has not been addressed within **5 working days** and you have received no follow up communication to provide an update, this should be escalated to the **SENCO/Deputy SENCO**. The subject field of your email should read ***Inclusive Learning Communication Escalation***.
- The SENCO/Deputy SENCO should respond to this escalation within **2 working days of receipt**.
- The involvement of the SENCO/Deputy SENCO at this stage is to ensure barriers to communication are overcome and communication between school and home can be continued.

Helpful guidance

- It supports our communication when emails are sent to centralised inboxes. These inboxes are monitored by appropriate staff in school.
- If there are multiple addressees to an email, please signpost us to who the primary addressee should be to prevent delay to your response.
- We offer appointments for an **Inclusive Learning Clinic** with a member of the Inclusive Learning Department. These can be booked through the inclusivelearning@igs.mlt.co.uk inbox.



Click here to email

inclusivelearning@igs.mlt.co.uk