



Hunter's Bar Infant School Communication Pathways for Parents

Office Hours: 8.00 am – 4.00 pm
 School Email Address: enquiries@huntersbar-inf.sheffield.sch.uk
 School Phone Number: 01142660541
 Year Group Email Addresses: YR@huntersbar-inf.sheffield.sch.uk
 Y1@huntersbar-inf.sheffield.sch.uk
 Y2@huntersbar-inf.sheffield.sch.uk
 Sheffield Safeguarding Hub: 0114 273 4855
 HSA Email Address: hbs.hsa.newsletter@googlemail.com

Scenario	Method of Communication Options	
	Office Hours	Out of Office Hours
Alerting school to a positive Covid test result	Phone school	Email school
Urgent safeguarding concerns re your child or other children in school	Phone school – please share immediately that this is a safeguarding call and/or Phone the police or Phone the Safeguarding Hub	Phone the Safeguarding Hub or/and Phone the police
Safeguarding concerns re your child or other children in school	Phone school – please share immediately that this is a safeguarding call	Email school stating 'Confidential Safeguarding' and/or Email year group
Reporting absence or attendance query	Phone school	Phone school (leave message)
Change of collection arrangements	Alert school staff at drop off in the morning Phone school	Phone school (leave message)
Serious complaint (see Complaints Procedure on school website)	Email school Phone school	Email school
Minor complaint/concern	Email year group Email school Phone school to request teacher call back	Email year group Email school

Learning query	Email teacher via year group address Phone school to request teacher feedback	Email teacher via year group address
General school query such as clubs, lunches, uniform etc	Phone school Email school	Phone school (leave message) Email school
Request for teacher call back	Phone school Email school	Phone school (leave message) Email school
SEND query	Phone school Email school	Email school
Pupil Premium query	Phone school Email school	Email school
Governance query	Phone school Email school	Phone school (leave message) Email school
HSA query	hbs.hsa.newsletter@googlemail.com	hbs.hsa.newsletter@googlemail.com
Volunteering	Phone school Email school	Phone school (leave message) Email school
Personal information relating to your child's wellbeing at start of day	See staff at drop off Phone school	Phone school Email school
Notice of out of school appointment	Phone school Email school	Phone school (leave message) Email school
Bullying or behaviour concern	Phone school Request teacher call back Email school Email teacher via year group address	Phone school (leave message) Email school Email year group
Lost property	Alert staff at drop off Email year group	Email year group