



Communication Policy

Spaldwick Primary School

Person Responsible: Headteacher, Governors
Review Date: September 2024
Distribution to: All Parents, Staff and Governors

October 2019

Policy adopted by Governors

Reviewed September 2022

Email addresses updated

Overview

It is very important to us that we work closely in partnership with parents and carers, and communication between home and school is key. We recognise however that it can often be difficult communicating with teachers because they have a very full timetable, we also recognise that parents and carers have very busy lives.

Contacting the School

Face to Face

Every morning teachers are available on the playground from 8:45am. This is the ideal time to pass on quick messages or arrange a meeting to discuss a longer or private issues.

Home/School Reading Record

The Home/School Reading Record can be used to get a message to a teacher promptly and should be used for the majority of everyday communication. Your child is responsible for showing the note to the teacher. We appreciate this is more difficult with younger children or children with special educational needs and therefore ask you to hand the book to an adult in your child's class.

Telephone

Please contact the school office to leave a message for a teacher to contact you or to update information about lunches, appointments or end of the day arrangements:

- The reception staff will relay messages to teachers as soon as possible.
- We will try to respond to you within three working days, if not the same day.
- Please note lessons will never be interrupted for teachers to take calls.

Email

Teachers want to respond to parental queries at the earliest opportunity and will do their best to do so, however, the majority of teachers' time is taken up teaching and preparing for lessons. Teachers' responsibilities extend beyond the classroom, and they may be unable to respond to you on the day a query is made. We have also agreed with teachers that there is no expectation to respond to emails during their personal/family time. Therefore, teachers have been asked to only respond to emails between 8am and 6pm Monday to Thursday and before 5pm on Friday. There is no expectation for teachers to check their emails over weekends or during holidays.

Please use staff email addresses if you need to contact staff directly:

- Teachers are not in a position to check emails consistently throughout the day, as a result email should only be used for non-urgent enquiries. Please do not email teachers to pass on absence information or changes to the end of day arrangements, these should be sent to the school office.
- We aim to respond to you as soon as possible and within three working days. Part-time staff may take longer to reply.

Meetings

The day-to-day care, welfare and safety of your child is managed by the person who is placed closest to them.

- In the first instance, please approach the following members of staff who are responsible for your child in the following order:

- 1) Class Teacher
- 2) Assistant Headteacher
- 3) Headteacher

- If your child has special educational needs, please approach the following members of staff who are responsible for your child in the following order:

- 1) Class Teacher
- 2) SENDCo
- 3) Assistant Headteacher
- 4) Headteacher

- Meetings will always be pre-arranged.
- If you urgently need to see someone, for instance if there is a serious family emergency or a child protection issue, please phone ahead and the reception staff will do their best to find a senior member of staff to see you.
- For non-urgent meetings we will aim to meet with you within five working days. The school will determine the level of urgency at its discretion, to enable it to manage multiple demands.

Contacting You

Our preferred method of contacting you for urgent enquiries is via telephone. Non-urgent enquiries will be made using email or ParentPay.

School Website

We use the password protected pages on our website to provide updates about what your child is learning about at school and pass on generic messages linked to your child's class. Please make sure you check is regularly.

Social Media

We use our social media channels to promote student achievements, subject information and generic educational information. You can find these by searching Spaldwick Community Primary School on Facebook and @SpaldwickPrima1 on Twitter.

No Response

If you have not received a response from the school within three working days please contact the school by emailing office@sps.acesmat.uk and we will chase up your enquiry. Communication with parents and carers is important to us, and we will continue to monitor this policy and our approach to improve the process further.