



Communications Policy

Overview

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

Parental Contact with School

As part of our drive to continue to improve the quality of communication, we now have dedicated email addresses for each year group. This is the quickest and most efficient way to communicate with us unless your reason for contact is urgent. If you would prefer to leave a telephone message, then please choose the appropriate option.

Please be aware staff teach during the day and pastoral staff are out and about around the school therefore please appreciate it will rarely be possible to speak to someone immediately, unless it is an emergency or safeguarding concern, in which case the member of staff on call or a member of the leadership team will be available.

The staff who work most closely with your child are best placed to resolve issues in the first instance. Please approach the following members of staff who are work with your child in the following order:

1. Form Tutor or Classroom Teacher if the query is relevant to a specific subject.
2. Learning Manager or Head of Department if the query is relevant to a specific subject.
3. Pastoral Leader or Progress Director.
4. Assistant Headteacher
5. Deputy Headteacher
6. Headteacher

Communication by email is the preferred method:

- Notes in student planners are by far the best way to get a message to a teacher promptly and should be used for the majority of everyday communication.
- The student is responsible for showing the note to the correct teacher. This is the best way to ask them to contact you if you require a more detailed conversation

although it may be a Head of Department or member of pastoral staff who responds to you.

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. Please remember that teachers have family obligations too and so it is agreed with staff that there is no expectation to respond to queries during their personal/family time.

Telephone

Please only wait to speak to reception if your enquiry is urgent – the reception staff will only use the same options process as you so this just lengthens the process.

- Reception staff will relay messages to teachers as soon as possible.
- If a call is urgent, please inform the receptionist who will attempt to find a senior or pastoral member of staff to speak to you.
- Staff will try to respond to you within three working days, if not the same day.
- Please note lessons or meetings will never be interrupted for teachers to take calls.

Email

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 and the school does not expect work email to be checked during a teacher's personal time.
- We aim to respond to you as soon as possible and within three working days for teaching staff and two for support staff. 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 work with child in the following order:
 1. Form Tutor or Classroom Teacher if the query is relevant to a specific subject.
 2. Learning Manager or Head of Department if the query is relevant to a specific subject.
 3. Pastoral Leader or Progress Director.

4. Assistant Headteacher
5. Deputy Headteacher
6. Headteacher

- Meetings should always be pre-arranged with members of staff. Turning up in reception unannounced will not lead to a meeting.
- 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 an appropriate member of staff to see you.
- For non-urgent meetings, school 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 is via email or SchoolComms for routine communications. For more serious matters, a member of staff will telephone the contacts listed on SIMS.

Social Media

Social media channels are used to promote student achievements, subject information and generic educational information. We will not reply to individual queries or receive complaints over social media. We remind all users of social media that one of our school values is to communicate with kindness. This means showing respect for all of the school community and not writing anything behind a keyboard that you would not say face to face. As always, any prejudicial behaviour will be escalated as appropriate.

No Response

If you have not received a response from the school within three working days please contact the school by emailing info@roydsschool.org and reception will chase up your enquiry. Communication with parents and carers is important and this policy will be monitored to improve the process further.

Internal Email Protocol

Email can be a useful form of communication, but high volumes can cause new pressures for staff. It is important that staff are able to enjoy life outside of directed time, and so these guidelines aim to alleviate the pressure of perceived expectations, and contribute positively to work-life balance.

As a guideline, staff are not expected to check email after 7pm or over the weekend and no emails are to be sent after 7pm during the week. For those who want to prepare for the

week ahead, a Sunday evening check should be enough. It is a good idea to draw a line under your working day, to maintain a distinction between work life and school life.

These protocols aim to reduce the volume of emails sent and received within the school day, especially those sent to All Staff. Before sending an All Staff email or indeed copying anyone into an email, please think carefully about whether the content is relevant to all people and the person actually needs to read it. In the interests of managing workload, we all need to make a conscious effort to only communicate with relevant people. It is useful for all emails to have a descriptive heading to make it clear what the email is about.

These protocols will be kept under regular review.