

COMMUNICATION PROCEDURE



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; and we recognise that parents and carers also have very busy lives.

Contacting the School

When contacting the school, please be aware you will be expected to provide a brief description of your request to talk/meet with staff members.

Where practical, please send in a note with your child to hand to the Teacher or email on the class email address classname@redwellprimary.co.uk

Please approach the members of staff who are responsible for your child in the following order:

- 1) Classroom Teacher
- 2) Year Group Lead
- 3) SENDCo / Pastoral (where relevant)
- 4) Assistant Principal or Vice Principal
- 5) Principal

In the case of a child's absence, parents/carers are expected to notify the school by 9am or a text prompt will be sent.

Telephone

Please use the main office number to leave a message for a member of staff to contact you:

- Office staff will relay messages to teachers as soon as possible when the teacher is not teaching.
- If a call is urgent, please inform the receptionist who will attempt to find a senior member of staff to speak to you.
- We will respond to you as soon as possible and within five working days.
- Please note lessons will never be interrupted for teachers to take calls.
- When we respond we will leave a message if we are not able to speak to you directly, asking you to call us back.

Email

Please use the office email address if you need to contact staff and we will forward this onto the relevant member of staff or email on the class email address classname@redwellprimary.co.uk, please remember;

- 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 five 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) Classroom Teacher
 - 2) Year Group Lead
 - 3) SENDCo / Pastoral (where relevant)
 - 4) Assistant Principal or Vice Principal
 - 5) Principal
- Meetings should always be pre-arranged with members of staff.
- 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.

Zero Tolerance

If you have concerns we will always listen to them and seek to address them. Please be aware, however, that aggressive behaviour, be it violent or abusive, will not be tolerated and may result in you being removed from the premises, and in extreme cases, the Police being contacted.

In order for the school to maintain good relations we would like to make all stakeholders aware of the occasional types of behaviour that would be found unacceptable:

- Using bad language or swearing at staff
- Any physical violence towards any member of the School Team, Stakeholder or other visitors, such as pushing, shoving or finger pointing
- Verbal abuse towards the staff in any form, including using an aggressive tone or manner or verbally insulting the staff
- Racial abuse and sexual harassment will not be tolerated
- Persistent or unrealistic demands that cause stress to staff will not be accepted. Requests will be met wherever possible and explanations given when they cannot
- Causing damage/stealing from the School premises, staff, pupils or visitors

We ask you to treat your school and our staff courteously at all times.

Contacting You

Our preferred method of contacting you is via telephone in the first instance. Parents are expected to keep the school up to date with contact details. The school will also use electronic tools that assist communication to parents through text and email. The school calendar is available on the school website and it is the responsibility of the parent/carer to check the information available to you.

Social Media

We use our social media channels to promote student achievements, subject information and generic educational information. You can find these by searching our website, Twitter and Facebook.

No Response

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

Contact details

Telephone: 01933 676040

Email: office@redwellprimary.co.uk

Website: <https://www.redwellprimary.org.uk/>