Glossopdale School

COMMUNICATION POLICY

Revision	Authorised by	Date	Adopted by	Date
New policy devised by school January 2019	Executive Headteacher	May 2019	R&S Committee	20/05/19

Revision	Date	Description of Changes
New Policy 2019	May 2019	

Signed……………………S Foote……………………………. Date…………20/05/19………………...
Chair of Resources & Support Committee

Rationale

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.

Communications can take a variety of forms: verbal (through meetings or by telephone), written (through letters, notes in planners, or email).

Contacting the School

Student planner

Communication by email or student planner are the preferred method:

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

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 staff that there is no expectation to respond to queries during their personal/family time.

Telephone

Effective telephone communication can sometimes be a problem in a school, where teachers may be teaching full time and running clubs or otherwise working with pupils at lunchtime or after school. Parents may be exasperated if they feel that a message elicits no immediate reply, when in fact there has been no available opportunity for the member of staff to reach a telephone to return a call.

- Please use the main reception number (01457 862336) and use the relevant extension to leave a message for the member staff to contact you.
- If a call is an emergency, please inform the receptionist who will attempt to find a senior member of staff to speak to you.
- If you need to speak to a teacher, reception staff will relay messages to teachers as soon as possible.
- We will try to respond to you within 72 hours, if not the same day.
- Please note lessons 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. Part-time staff may take longer to reply.

Meetings

- 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 Year Manager or 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

The school will use a variety of methods to communicate information to parents and carers e.g. school prospectus, induction packs, newsletters, website, email, text, letters, reports, telephone, student planner. Our preferred method of contacting you is via email.

- Parents and carers are encouraged to provide current mobile telephone numbers and email addresses in order to be able to receive text messages and emails
- Communication on issues that affect the safety or wellbeing of a pupil will be treated as priority.
- A calendar of important dates, including parents' evenings, trips, closure days etc will be published on the school website and the yearly diary will be distributed to pupils at the start of the Autumn term.
- Parents are expected to attend annual parents' evenings and encouraged to support other events which directly concern their child.
- Students are entrusted to pass on information between school and home.

Social Media

We use our social media channels to promote student achievements, subject information and generic educational information. Please check our website for this and links to our facebook page.

No Response

If you have not received a response from the school within three working days please contact the school by emailing info@glossopdale.school 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.

Is there anything else I should bear in mind?

The only other thing we would say is that we understand that sometimes parents or carers may be frustrated about issues that arise and we will always do our best to solve these. Equally we would much prefer parents or carers to contact us directly with concerns, rather than raise them on social media before we have had the chance to respond. At the same time please understand our staff are trying to resolve your concern and therefore any communication that is sent should not be rude, abusive or aggressive. We do not expect staff to respond to inappropriate communication.

The table below is intended to help parents with information about who to contact in certain, common scenarios.

Issue	Who to contact	How
Any safeguarding concern	Mr Bruce, Deputy Assistant Principal - Welfare	Via reception 01457 862336 abruce@glossopdale.school
Welfare concerns e.g. Friendship issues, cyber bullying or questions about uniform	The first point of contact would be your **child's tutor** or the Year Manager for your child's year group.	Year 7 Mrs Naylor mnaylor@glossopdale.school Year 8 Ms Rogan lrogan@glossopdale.school Year 9 Miss Beddows ebeddows@glossopdale.school Year 10 Mrs Heap hheap@glossopdale.school Year 11 Mr Lownes rlownes@glossopdale.school Post 16 Mrs Courtney scourtney@glossopdale.school
Concerns about your child's progress in a particular subject or homework	Class teacher initially, but please contact the Faculty Team Leader for the subject team if this does not resolve the issue. Alternatively, you may contact the Progress Leader for your child's year group.	Email info@glossopdales.school and in the title please write the name of the teacher concerned. Year 7 Mrs Lane llane@glossopdale.school Year 8 Mrs Gregory sgregory@glossopdale.school Year 9 Mrs Jones sjones@glossopdale.school Year 10 Dr Coimbra scoimbra@glossopdale.school Year 11 Mrs Kelly lkelly@glossopdale.school Post 16 Miss Geary lgeary@glossopdale.school
Questions about school transport	Mrs J Peck Finance Manager	Email Jpeck@glossopdale.school
Questions about hiring our premises.	Miss L Pace Community Development Manager	Email theplace@glossopdale.school Tel: 01457 605897
Questions about exams	Mrs J Wright Exams Manager	Email jwright@glossopdale.school