



COMMUNICATIONS POLICY

This policy, like all school policies, is to be implemented in accordance with the principles and practice stated in our Single Equality Scheme.

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

Contacting the School

Communication by email (staff email on website) or student planner are the preferred method.

Student planner

- 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 and this is the best way for parents/carers to ask teachers to contact them if they require a more detailed conversation.

Teachers want to respond to parental queries at the earliest opportunity and will try 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 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.

Email

Staff email addresses should be used to contact staff directly.

- We aim to respond to emails as soon as possible and within two working days. Part-time staff may take longer to reply.
- Teachers are not in a position to check emails when they are teaching and the school does not expect work emails to be checked during a teachers' personal time.

Telephone

The child's tutor should be the first point of contact about concerns. The main reception number 01264 364533 should be used to leave a message for a teacher.

- Reception staff will relay messages to teachers as soon as possible.
- If a call is urgent, the receptionist will attempt to find a senior member of staff to speak to the caller.



- Harrow Way staff will respond to all telephone calls within two working days, if not the same day.
- Lessons will never be interrupted for teachers to take calls.

Meetings

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

- The following members of staff will be approached in the order detailed:
 1. Form Tutor or Classroom Teacher (if query is relevant to a specific subject)
 2. Year Leader, Year Leader Assistant or Subject Leader (if query is relevant to a specific subject)
 3. Assistant Headteacher
 4. Deputy Headteacher
 5. Headteacher
- Levels should not be jumped unless urgent. Queries will be passed back down to the relevant staff member.
- Meetings should always be pre-arranged with members of staff.
- If a parent/carer urgently needs to see someone, for instance if there is a serious family emergency or a child protection issue, a phone call should be made ahead and the reception staff will do their best to find a senior member of staff.
- For non-urgent meetings we will aim to meet with parents/carers within three working days. The School will determine the level of urgency at its discretion, to enable it to manage multiple demands.
- Parents/Carers should not just turn up to school as it is very unlikely that they can be seen without pre-arranging an appointment.

Contacting parents/carers

Our preferred method of contacting parents/carers is via telephone or email as such it is Vital that all contact details are kept up to date. Parents are responsible for letting the School know of any changes in contact details.

Social Media

Harrow Way use social media channels to promote student achievements, subject Information and generic education information. Details can be found by searching Harrow Way twitter and by using the school website.



No Response

If a response from the school has not been received within two working days, the parent/ Carer should contact the school by emailing Reception@harrowway.hants.sch.uk and they will chase up the 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.

Committee responsible for review:	PPD
Date ratified :	26 th November 2018
Date of next review:	3 years – November 2021