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| **Communications procedures in school**  |
| **Communication method** | **Purpose/overview** | **Guidelines**  |
| **In person / face to face** | Office staff will be the first port of call for most visitors to the school building. Office staff will take messages where a phone call or meeting with a staff member is requested.Parents and carers should always try to avoid passing messages on to teachers or support staff while collecting or dropping off children. This is for the safety of all pupils at this important transition point. | * Phone calls will be returned when possible and based upon the urgency of the matter. We aim to return a phone call within 3 days.
* The return phone call may be delegated in school to another member of staff depending on matter raised. School will use their own discretion to determine this.
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| **Website** | Our school website is the main information point for parents/carers and the wider community.All information about our school will be posted to this site: <https://stmargaretscofeprimaryschool.co.uk/>All enquires need to be emailed into the school via the contact page on the website.<https://stmargaretscofeprimaryschool.co.uk/about-us/contact-details/> | * All information about our school will be shared via the website. If you spot something missing then get in touch.
* The website will be updated as frequently as possible but, occasionally, if there are inaccuracies then please let us know.
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| **Email** **(Parent Pay)**  | We shall email all letters (that don’t require a reply) via Parent pay as long as we have an email address registered for you. If a parent/carer wishes to email a member of staff at the school, contact can be made via the contact page on the website- see above link. **Please do not email a staff member directly.** | * Emails are not monitored constantly. Therefore, any urgent messages should be passed on by contacting the school directly on 0121 357 2758
* Staff are not expected to respond ‘out of hours’ so please be patient if emailing in the evening.
* Please remember that teachers cannot reply immediately if teaching.
* Your query (if not urgent) will be responded to via email or phone within 3-5 working days
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| **Phone** | Please phone the office on 0121 357 2758 if there are any urgent messages to be passed on, you seek clarification or would like to leave a message.  | * Phone calls will be returned when possible and based upon the urgency of the matter. We aim to return a phone call within 3 days.
* The return phone call may be delegated in school to another member of staff depending on matter raised. School will use their own discretion to determine this.
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| **Newsletters** | Newsletters will be published regularly and contain a summary of new, information and dates. This will be emailed home and posted to our website. | * Newsletters will not be sent as a hard copy so please ensure your email address (for both parents/carers) is up-to-date or check our website.
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Please note that in school, we have a **graduated response to deal with concerns**. School are happy to listen to concerns and welcome feedback. We are ask that issues/concerns are dealt with by the class teacher in the first instance, if they remain unresolved the issue will then be dealt with by more senior staff.

Mrs Boud and Mr Jones deal with concerns if the matter remains unresolved over time or it is a safeguarding concern. If SLT are involved immediately with an issue then there would be no means to escalate the problem to be dealt at a more senior level if it remains unresolved.

St Margaret’s CE VA Primary School would encourage face to face communication between staff and parents/carers wherever possible. Where the communication methods listed above are used, it is important that messages are in line with the expectations of our Code of Conduct.