COLLABORATIVE LEARNING TRUST

Working Together to Secure Success

Parent/Carer Communication Principles

What We Ask of Parents and Carers:

- Respectful communication with the school at all times.
- Prompt notification of pupil absence – in advance of a planned absence, or first thing on the morning of an unplanned absence – see Annex A.
- Communications are addressed to the appropriate member of staff in the first instance (in line with school policy – see Annex A). Escalation to other members of staff will likely result in a delay responding to your query or concern.
- Communication is made via email for non-urgent issues, using the school's generic email address or directly with the appropriate member of staff – see Annex A. Include your child's full name in the subject line, and the staff member you wish to speak to.
- Communication is made via telephone for urgent issues*, using the appropriate number – see Annex A.
- Routine checking of all communications from the school, including information in school newsletters and emails, to make sure important communications or announcements that may affect their child are not missed.
- Timely response to communications from the school (such as requests for meetings, surveys or consultations).
- An understanding that face to face (or virtual) meetings need to be booked in advance with the relevant member of staff – see separate section below.
- An understanding that staff get many messages. They may be teaching or dealing with their many other responsibilities during the day. Therefore, they are unlikely to be able to respond immediately to your communication.
- An understanding that staff have no obligation to respond to parent and carer communication outside of school hours (8.30am – 4.30pm) or their working hours (if they work part-time), or during school holidays.
- An understanding that any communication that is considered disrespectful, abusive, or threatening will be treated in line with our parent code of conduct, which can be seen on each school's website.

** Urgent issues might include things like:*

- *family emergencies*
- *safeguarding or welfare issue*

What Parents and Carers Can Expect from Staff:

- Timely and appropriate response, in line with the school policies, including IT Acceptable Use Policy.
- An ambition to acknowledge parent or carer emails within 2 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 3 working days in normal circumstances.
- An ambition to respond to phone calls about urgent issues* as soon as reasonably practicable.
- That brief notes are made of all *planned* parent or carer meetings for school's own reference. This is to provide a record of key points discussed, decisions made and any follow up actions (recording of meetings will not be allowed by either parents/carers or staff).
- Referral to an appropriate member of staff if the staff member contacted cannot provide a response to the query or concern.

Parent and Carer Meetings

- Face to face or virtual meetings need to be booked in advance with the relevant member of staff – see Annex A.
- Meetings will be arranged as soon as possible at a time convenient to *both* parties.
- Meetings will typically be scheduled for half an hour maximum.
- Whilst every effort will be made to arrange meetings to suit working parents or carers, there will also be consideration of the life-work balance of staff and their commitments to their own families.
- No meeting will be held without both parties understanding the subject to be discussed and the aim of the meeting.

This is so that:

- a decision can be taken about information required at the meeting
- extra advice or information can be sought
- necessary data/ evidence can be gathered
- the right people attend the meeting

- Every effort will be made to conduct meetings in a quiet and private space

Text or 'in App' Messages

Text messages are mainly used to contact parents and carers about:

- Attendance issues.
- Short notice changes to the school day.
- Emergency school closures (for instance, due to bad weather).

School Website

Key information about the school is posted on our website, including:

- school times and term dates
- the school calendar with dates and times of key events
- important announcements, including celebration of events or achievements
- curriculum information
- important policies and procedures
- important contact information
- information about before and after-school provision, where relevant
- information about school uniform
- information about school admissions

Parents and carers should check the website to see if it provides an answer to their query, before contacting the school.

Social Media

Some schools also use social media to communicate with parents and carer. This may include X (formally Twitter). Please check your school's policies and procedures regarding this.

Inclusion

It is important to us that everyone in each school's community can communicate easily with the school. Parents and carers who need help communicating with the school can request the following support:

- interpreters for meetings or phone calls
- support for parents and carers with literacy difficulties

We can make additional arrangements if necessary. Please contact the school's office to find out more about this.

Annex A

St. Mary's C of E Primary Academy
COLLABORATIVE LEARNING TRUST

Who to Contact at St Mary's C of E Primary Academy

QUERY OR CONCERN ABOUT:	WHO TO CONTACT:
Your child's learning/class activities/lessons/homework	Your child's teacher – you can speak to them at the end of the school day to request a meeting. Or, you can e mail them via the school office office@hunsletstmarys.co.uk
Your child's wellbeing/pastoral support	Ms Joanne Williamson – Pastoral Leader Joanne.williamson@hunsletstmarys.co.uk
Payments	Mrs Karen Shields – Office Manager Mrs Debra Crosthwaite – Administration Assistant office@hunsletstmarys.co.uk
School Trips	Mrs Karen Shields – Office Manager Mrs Debra Crosthwaite – Administration Assistant Mrs Beki Pawsey – Educational Visits Coordinator office@hunsletstmarys.co.uk
Attendance and Absence	If you need to report your child's absence, call: 0113 2717204 or send an in-app message on Arbor. If you want to request approval for term-time absence: Leave of Absence Request form from the school office. Other attendance or absence questions or concerns Ms Jessica Crisp – Deputy Head Teacher Jessica.crisp@hunsletstmarys.co.uk
Bullying and Behaviour	Ms Jessica Crisp – Deputy Head Teacher Jessica.crisp@hunsletstmarys.co.uk
Special Educational Needs	Ms Jessica Crisp – SENCo Jessica.crisp@hunsletstmarys.co.uk