

School communications policy

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

Communication by email, student planner or planned meetings are the preferred methods for in-depth conversations or discussing difficulties / issues and concerns. For minor things, such as forgotten homework or a lost book we are happy to speak at the door:

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. 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

Please use the main reception number to leave a message for a teacher to contact you:

- Reception staff will relay messages to teachers as soon as possible.
- If a call is urgent, please inform the receptionist who will attempt to find a member of staff to speak to you.
- We will try to respond to you by email within three working days, if not the same day.
- Please note lessons will never be interrupted for teachers to take calls.

Email

Please use the admin email address if you need to contact staff, this will then be forwarded to the teacher so they can contact you:

- 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

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) Key Stage Lead
 - 3) Deputy Headteacher
 - 4) Headteacher
- 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 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

Our preferred method of contacting you is via letter, email and arranged meeting.

Social Media

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

Communications Strategy

Strand	Strategy		Staff		Parents
			All Staff	Middle/Senior Leaders	
1	Website	<ul style="list-style-type: none"> All key policies, news items and whole school communications will be posted to the Website. This will include the school calendar, with key dates such as Parents' Evenings, notice regarding Emergency Closures and the contact details for school staff. 		<ul style="list-style-type: none"> Specific staff have responsibility for the content in specific areas of the Website. Ensure aspects of the website that communicate information relative to your area of responsibility are checked every half term and updated as required. Please notify the SLT and computing lead regarding any content that needs updating. 	<ul style="list-style-type: none"> Parents are encouraged to regularly check updates to the website You may quickly find the answer to your question by checking our website. This will be quicker than phoning or emailing the school. The 'Newsletter' section of the website will provide you with an overview and copies of letters that have been sent home throughout the year.
2	Social Media	<ul style="list-style-type: none"> All key policies, news items and whole school communications posted to the Website will also be communicated via social media (Twitter, Facebook) 	<ul style="list-style-type: none"> All social media communication to be approved by the Deputy Headteacher. Inappropriate or offensive posts/comments from staff, parents or students must be reported to the Deputy Headteacher. Staff are strongly advised to ensure their personal social media accounts are kept private. No member of school staff should accept friend requests from students. 		<ul style="list-style-type: none"> Parents are invited to follow the school on their choice of social media:
3	Student Planner	<ul style="list-style-type: none"> The Student Planner is the primary tool for communication between school staff and parents. Students use this to record any homework that is set and any key dates. 	<ul style="list-style-type: none"> Ensure comments are recorded clearly. Class teachers/ teaching assistants check and sign the planner for your class daily, following up on any communication received from parents within 3 working days. All staff to maintain the highest of expectations regarding the standard of the student planner. 		<ul style="list-style-type: none"> Please check your child's planner daily for details about their homework, updates on their progress and information about their rewards and negative comments. Please sign the planner each week and support your child in maintaining the planner to a high standard. Parents may communicate information to your child's class teacher. This might include reasons for absence/lateness, lack of PE Kit/equipment etc).

Strand	Strategy		Staff		Parents
			All Staff	Middle/Senior Leaders	
4	Email	<ul style="list-style-type: none"> Email addresses for key staff will be published on the Website. After any change to staffing, we will complete updates to the website. Email will be used as a primary means of communication with individual parents and stakeholders where possible through the school admin account, or key staff members accounts. 	<ul style="list-style-type: none"> Staff are expected to check email regularly, and certainly during each working day. If communication is received via email, this is the most appropriate media for your response, unless the member of staff feels that a meeting is more appropriate. Staff must respond to any received email from any stakeholders within 3 working days. If a full response cannot be provided, please send a holding email detailing the timeframe for your anticipated response and ensure this is followed-up. Emails received after 5.30pm will be classed as received the following working day and should therefore receive a response within 3 working days from the start of the next working day. Emails marked as URGENT, should be prioritised and, where possible, should receive a response the same day. Retain an electronic copy of all email communication (sent items) for future reference. 	<ul style="list-style-type: none"> Please ensure you email the most appropriate person to raise any concerns or queries you may have. If you are unsure, please send your email to admin@peelhall.manchester.sch.uk who will ensure it is passed on to the relevant member of staff. Please ensure we have an up-to-date email address for the most effective communication with the School. These will be collected through regular contact detail updates. Abusive emails, or those that are judged to be offensive or aggressive in tone will be referred to the Headteacher to consider further action. If you send an email to a school contact, you should expect a response within 3 working days. If the email is sent after 5.30pm, the received time will be taken as the start of the next working day. If your email is urgent, please mark the email subject as URGENT. This should be used in the following cases: <ul style="list-style-type: none"> 1. An urgent safeguarding concern; 2. An urgent medical concern. 	

5	Parent App and Text Messages	<ul style="list-style-type: none"> • Text Messages will be used for whole-school communications or to groups/individuals. • This may be to alert you to an emergency situation and/or closure, or to inform you of upcoming events or communications. 	<ul style="list-style-type: none"> • Staff must not send messages from their mobile devices to parents or students. Use the official systems. 	<ul style="list-style-type: none"> • Please ensure we have your most up-to- date mobile phone number. • Ensure this phone is switched on in case of emergency during school hours. • Up-to-date telephone contact details will be collected through regular contact detail updates.
6	Telephone	<ul style="list-style-type: none"> • May be used to alert you to an emergency situation 	<ul style="list-style-type: none"> • Admin will take a message for staff, but teaching will not be disturbed for teachers to take calls • Telephone calls will in most cases be responded to via Email within 3 working days • If urgent, admin will inform SLT who will speak to the parent 	<ul style="list-style-type: none"> • Please ensure we have your most up-to- date mobile phone number. • Ensure this phone is switched on in case of emergency during school hours. • Up-to-date telephone contact details will be collected through regular contact detail updates. • Phone calls may be recorded for training or monitoring purposes • Abusive calls, or those that are judged to be offensive or aggressive in tone will be referred to the Headteacher to consider further action.

No Response

If you have not received a response from the school within three working days please contact the school by emailing admin@peelhall.manchester.sch.uk 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.

For further details, please contact: Alec Smith, Deputy Headteacher, at:
a.smith@peelhall.manchester.sch.uk

Version 1 - Date Completed - November 2020

Version 2 – Date Completed – May 2022

Completed by – Alec Smith (Deputy Headteacher)

Review Date – Every 2 years, and updated when necessary