

## Protocols for Contact Between School and Home 2019-2020

The active communication between school and parents or carers is essential to effective provision.

We are also committed to the well-being of all staff and effectively maintaining work-life balance.

The information below sets out our guidelines for communication.

**Safeguarding concerns will always be dealt with as the highest possible priority and, therefore, the timeframes outlined below do not apply**

Form of Communication	Guidance
Meetings	<p>In-school meetings are always by <b>advance appointment only</b>.</p> <p>We are not able to hold any meetings where the appropriate arrangements are not in place.</p>
Email	<p><i>The guidance below applies from the point the email is received by the intended member of staff.</i></p> <p>Staff are encouraged to prioritise email messages and respond as appropriate.</p> <p>A response to all external emails will be provided within three working days. In some cases, this may be a 'holding' email if further information gathering or investigation is required.</p> <p>In such cases where an investigation is required or where more information is needed, a full response will be provided within five days or within a pre-agreed and clearly communicated timeframe.</p> <p>The specific timeframe for complaints can be found in the complaints policy</p>
Phone Communication	<p>Phone messages will be passed to the appropriate member of staff at the earliest opportunity</p> <p>Phone messages will only be returned within normal working hours. <i>Please note that working hours for staff vary dependent on role.</i> In some circumstances a reply, or holding reply, by email, may be more appropriate.</p> <p>The timeframe for responses to phone messages is in line with the guidance for emails</p>

*The email addresses for staff are available through the school website*

**Aggressive, offensive, intimidatory or disrespectful behaviour or language will not be tolerated under any circumstances**

Accordingly, staff will politely terminate any meeting or phone call where they feel this expectation has not been met and the matter will be referred to the Headteacher.