



## **Kidmore End CE School Communications policy**

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 parents and carers have very busy lives, as do teachers whose time is, quite rightly, focused on classroom teaching.

### **Personal Contact**

In the morning teachers are preparing for the day ahead, and from 8.45am are welcoming children into class. A senior member of staff will be available on the playground and will pass on any important messages to class teachers. At the end of the day all teachers will, as far as possible, accompany their classes onto the playground and be available for brief conversations.

### **Contacting the School**

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 office number (0118 357 3149) 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 senior staff member to speak to you.
- We will try to respond to any non-urgent messages within three working days, if not the same day.
- Please note lessons will never be interrupted for teachers to take calls.

### **Email**

Please use staff email addresses if you need to contact staff directly:

- 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 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 placed closest to them.

In the first instance, please approach the members of staff who are responsible for your child in the following order:

- 1) Class Teacher
- 2) Key Stage Leader (Mrs Ferguson for Foundation/KS1, Miss Dove for KS2)
- 3) SENCo (Miss Dove) if your query relates to special educational needs
- 4) Headteacher (Mrs Hull)

- 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 reception staff will do their best to find a senior 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 PMX Parentmail, which allows us to text or email depending on the urgency of the communication. We also produce a school newsletter approximately fortnightly, which contains essential information, and is available on the school website as well as being sent via PMX

### **Social Media**

We use our Twitter Feed to promote school events, celebrate achievements, suggest ideas for supporting learning at home and sharing highlights from the school day. You can find us @kidmoreendsch

### **No Response**

If you have not received a response from the school within three working days please contact the school by emailing office@kidmore-end.co.uk and we will chase up your enquiry. Staff and governors value communication with parents and carers very much, and we will continue to monitor this policy and our approach to improve the process further.