



## How do I communicate with staff?

School is a very busy place but it is important to us that we develop a good relationship with parents and work together to do the best we can for our pupils. Should you have an issue or query then please do ask or raise your concern. There are a number of ways you can communicate with staff as follows:

### IN PERSON

#### At the beginning and end of the day

This time is suitable for quick messages and we hope you understand that time is limited in the morning as teachers need to get their class registered and must stick to their teaching timetable.

- A member of staff is on duty on the yard every morning. They will be happy to pass on any messages.
- Alternatively you can speak directly to your child's class teacher when they come out to collect their class.
- At the end of the day staff may be available. More often than not KS2 staff are in the entrance hall or on the yard and KS1 staff hand over pupils to parents in the outdoor area.
- If staff are not out on duty they may be available at the beginning and end of the day for a short meeting. Please ask in the office. We kindly ask that you do not walk around school to find staff; they may already be involved in another activity or meeting or may be rushing to an afterschool event.

*If the conversation looks like taking longer than the time staff have available, they may ask you to make an appointment.*

*If your child attends the breakfast club, then the breakfast club staff have a system to pass on messages to school staff.*

#### At anytime

Although staff are busy teaching throughout the day, you can call into the office at any time. Office staff can often answer questions or will take a message.

#### Make an appointment

If you need to talk in confidence or in greater depth, then please make an appointment to meet with the member of staff.

### BY PHONE – TEL: 01530 412425

Phoning is one of the best ways to get a quick reply and we recommend it for emergencies.

- You can phone office staff for any general queries or they may be able to help you with an issue, pass on a message or get a quick reply.
- You can ask if a member of staff is available if they are not teaching.
- If they are not available, you can ask for a call back. Please be aware the timing of this will depend on staff commitments and it is difficult for staff to find time during lessons. However, staff will always try to get back to you as soon as possible.

### **BY EMAIL -**

[office@packington.leics.sch.uk](mailto:office@packington.leics.sch.uk)

[headteacher@packington.leics.sch.uk](mailto:headteacher@packington.leics.sch.uk)

- You can email the school office and admin staff will answer any general queries or will find the answer to any questions.
- If you wish to email a member of staff about an issue or concern then we ask that you send your email to the office (or if confidential to the Head Teacher, Mrs Price. Please allow time for Mrs Price to do this as her diary commitments do not always allow her to check e mails).
- Office staff/ Mrs Price will send you an acknowledgement to let you know they have passed the e mail on. They will also let the member of staff know that they have sent the e mail if that member of staff is in school.
- The staff member will then respond back to you via the school office.  
(They may give you a quick reply, let you know the course of action they are taking before they can reply or ask to arrange a face to face appointment depending on circumstances). Staff will do their best to respond within 1 working day.

Please be aware that teachers are not able to read or respond to e mails during lessons and they may have limited time outside of lessons depending on their commitments. Therefore, e mail is not the best method for emergencies or when you require a quick response. In these circumstances we recommend you phone school.

If the member of staff is ill or unable to reply, then we will let you know and if possible someone else will respond.

### **VIA HOME SCHOOL DIARIES**

- Both KS1 and KS2 pupils have a home school diary system. In KS1 these are predominantly used to record reading and phonics work at home, but they may be used for brief messages. These are read most days by staff and staff will respond in the book or speak to you on the yard if necessary. However, please be aware that we do have volunteer readers in school who may also write in the book. We therefore suggest that anything that you feel is private or sensitive or you don't want to share any further than the teacher should be written in a note or letter and sealed in an envelope addressed to the staff member.
- KS2 use their homework diaries slightly differently and because of the constraints of the curriculum there is not time for these to be read on a daily basis. We therefore ask

children to show us their diary if they have a message in it for staff. Again, anything private or sensitive should be put in a note or letter addressed to the teacher.

### **BY LETTER**

A note or letter is a highly effective way of informing staff of anything that is confidential or sensitive. Parents may use it if they have concerns that they don't want their child to know about, although please be aware to make this clear to the staff member. It is a slower method therefore we don't recommend it for emergencies. Letters can be put in book bags, or dropped into the office.

### **AT PARENTS EVENINGS**

We hold parent interviews during the autumn and spring terms. Parents are allocated a 10-minute appointment slot to discuss progress and any other issues with the class teacher. There is also time before or after the meeting to look at a sample of your child's work. We kindly ask you to stick to your allocated time slot and not take additional time as this delays other parents. If more time is needed than a further appointment can be made.

Many parents do bring their child to the interview and it can be helpful for your child to be part of the discussions. However, this is a matter of personal choice and there is no set requirement to bring your child. If you prefer to talk to your child's teacher alone then you can choose not to bring them or you can ask that they sit outside for part of the appointment.

### **ABSENCE OR HOLIDAY REQUEST**

Please complete the absence request form. These are available in the office. This form should be used for any absence request eg, medical, compassionate or for leave of absence due to holiday and they are kept along with registers as a legal document. There is a set procedure for holiday requests and we recommended that you also read the attendance policy on the school website as this provides further detailed information. Medical leave is normally granted, although in some circumstances proof of appointment may be required. Once a decision has been made you will receive a reply to let you know if the absence has been agreed or not.

### **INFORMING A TEACHER THAT YOUR CHILD CAN'T DO PE**

Please use the slips available in the entrance hall and school office when requesting an absence from PE. They need to be completed for each week as staff have a set system for filing this so information can be passed on to other staff who may take the class.

### **COMPLAINTS**

Developing a good relationship is important but should you wish to complain about an issue then we do have a complaints policy which you can find on our website or request a hard copy from the office. There is a stepped approach to making a complaint and we ask that you follow this by first talking it through with the class teacher. If you remain unhappy then make an appointment to see Mrs Price. It is always best to talk to school first as we can't put it right if we don't know about it. Raising a concern via social media or talking to other parents may not solve the problem

and can escalate it, particularly if well intentioned advice is not accurate or out of date. So if in doubt or concerned then please ask and please talk to us!

As you can see there are a wide range of options for you to use when communicating with staff and most parents find a method that suits their needs. Teachers try their utmost to accommodate requests as best they can, however, primary school staff have very limited time outside of teaching hours during their working day and their first priority has to be teaching and learning.

However, please remember if you have any queries or concerns then do ask.

At all times we ask that parents remember the parents code of conduct when communicating with staff. This is available on the school website.

**TOGETHER WE CAN ACHIEVE MORE ~ with Jesus as our guiding light**