

METHODS OF COMMUNICATION

There are various ways the school can contact parents:

- Message in planner
- Online reports
- School website
- Weekly e-newsletter
- Letter
- Text message
- MyEd
- Phone call

PARENTS CONTACTING SCHOOL

Who to contact for general enquiries

- Everyday/persistent/serious issue:
Behaviour Support Worker/Head of Year
- Safeguarding concern -
Designated Safeguarding Team
- Absence/Attendance
- **Attendance Team**
- Information about a specific subject/lesson
- **Head of Department or Director of Faculty/Head of Year**

Progression of queries

When contacting the school with a query, depending on its nature and seriousness, it will progress along the following route:

- Behaviour Support Worker/
Head of Year or
Head of Department/Director of
Faculty
- Vice Principal
- Principal

The Principal is kept updated on all matters affecting students and will only become involved in queries when absolutely necessary



TEXT MESSAGES

Our main form of day to day communication is by text message/MyEd app message

Please note it is not always possible for parents to respond to text messages

SCHOOL CONTACTING GROUPS OF PARENTS

This applies to information that is sent to whole Form/Year Group/School, where information is **not sensitive**. Information may be sent by one or more of the following methods:

- Letter sent home via student
- Text message/MyEd app message
- Letter posted on school website - Parents section

SCHOOL CONTACTING INDIVIDUAL PARENTS

The school may contact parents individually by phone, text, email, letter for the following reasons:

- If your son/daughter is late
- If your son/daughter is absent and the school has not been notified
- If your son/daughter is unwell
- If we have a concern about your son/daughter's behaviour or welfare
- If your son/daughter has been referred to the PSA
- If your son/daughter has been given a fixed period in the PSA
- If your son/daughter has been given a Fixed Term Exclusion