

THE DEANES



COMMUNICATIONS POLICY



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Re: Contact with Parents

Our Contact Form is on our website under the 'Contact Us' menu item, or it can be accessed by clicking [here](#). This is the best way to communicate directly with us.

When enquiries are received from parents:

- 1. Whenever possible, an attempt should be made to respond on the same day** to acknowledge that you have received the enquiry. In most cases, this will be by telephone, and it will reassure parents.
- 2. At the very latest, you must acknowledge receipt of the initial enquiry within two working days.**
- 3. Within a maximum of five days,** a thorough response to the initial enquiry must be made OR arrangements to discuss the enquiry should be put in place.
- 4.** As a matter of good practice, colleagues should consult the SENCO, Head of Year or the student's Form Tutor regarding the enquiry and the intended response. This will allow us to build up a picture of parental contact and enquiries and provide the opportunity for colleagues to offer advice and/or support or to offer additional information if it is deemed appropriate or necessary.

We acknowledge that some of our staff work part-time and may not be available daily. Furthermore, our staff are not required to check emails outside of their working hours. Therefore, the timings referred to above, may not always be possible.

The adoption of this policy will ensure that we respond to enquiries efficiently and effectively.

Should you encounter difficulties with the word processing of responses, please speak to Mrs Ashcroft, Headteacher's PA, in the first instance.

This policy will be on the school website so that it is available for reference.

Thank you.

Desi McKeown
HEADTEACHER