

# CLAVERHAM COMMUNITY COLLEGE



## *Parental Communication Policy*

*November 2020*

Approved:

Date:



## Communication with Parents

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 it can often be difficult communicating with teachers because they have a very full timetable; and we recognise that parents and carers also have very busy lives.

### Contacting the School

Communication by student planner, telephone or email are our preferred methods.

#### Student planner

- Notes in student planners are by far the best way to get a message to a teacher promptly and should be used for the majority of everyday communication;
- The student is responsible for showing the note to the correct teacher. If you need to discuss something in more detail with a teacher, this is the best way to ask them to contact you when they are able. If needs be, please write a separate note for the student to give to the relevant teacher.

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 also 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 out of working hours, during their personal or family time.

#### Telephone

Please use the main reception number 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 member of staff to speak to you.
- Please note lessons will never be interrupted for teachers to take calls.
- We will endeavour to respond on the day, but within 3 working days where this is not possible.

#### Email

For urgent emails regarding safeguarding matters please use the following address:

[safeguarding@claverham.org](mailto:safeguarding@claverham.org)

To contact your son or daughter's Head of House please email them using the house email address below:

Caldbec: [caldbec\\_team@claverham.org](mailto:caldbec_team@claverham.org)

Montjoie: [montjoie\\_team@claverham.org](mailto:montjoie_team@claverham.org)

Oakwood: [oakwood\\_team@claverham.org](mailto:oakwood_team@claverham.org)

Santlache: [santlache\\_team@claverham.org](mailto:santlache_team@claverham.org)

Telleham: [telleham\\_team@claverham.org](mailto:telleham_team@claverham.org)

To contact a specific member of staff please send an email marked for that member of staff's attention to the general college email address in the first instance:

[info@claverham.org](mailto:info@claverham.org)

Email's sent to this address will be forwarded to the appropriate member of staff for a response.

- Please note that teachers are not always in a position to check emails during the day and the school does not expect work emails to be checked during a teacher's personal/family time from home; we therefore aim to *respond* as soon as possible, and within three working days.
- Part-time staff may take longer, so email should only be used for non-urgent communication that cannot be done via the student's diary.
- Occasionally emails go astray, so if you do not get a reply within three days, please contact reception, who will pursue your enquiry for you.

## Pupil Absence

It is a legal requirement to inform the College if a pupil is going to be absent or will be arriving late for any reason. Without a text message or e-mail our staff have no way of knowing whether an absence is due to your child not being sent to school or being sent and not arriving.

If your child is unwell or going to be late into school for any reason, for their safety, please contact the school before 9.30am by either of our preferred methods:

### REPORTING A CHILD'S ABSENCE OR LATE ARRIVAL:

- Text Number: 07860 095526
- Email: [attendance@claverham.org](mailto:attendance@claverham.org)

Please leave your message by 9.30am with your child's full name, tutor group and reason for the absence in all correspondence.

Reporting an absence by text or email will be sufficient in explaining a day's absence or continual absence for up to 3 days in a calendar week. Please contact the College again on the fourth day if your child's absence continues beyond 3 days. Please be aware any absence of 4 days or more requires medical evidence to be provided to the College.

## Meetings

With over 1100 students in the school, the day-to-day care, welfare and safety of your child is managed by the person who is placed closest to them.

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

1) Form Tutor or Classroom Teacher (if query is relevant to a specific subject)

- 2) Head of House or Subject Leader (if query is relevant to a specific subject)
- 3) Assistant Principal
- 4) Deputy Principal
- 5) Principal

- 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 the 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.

## **Our Commitment to You.**

A response to parents is expected within 72 hours (term time only). This may include informing the parent that more time is required to provide a full response. If this is the case, staff will indicate a timeframe in which the response can be expected. If the staff member is not able to deal with the email directly, they will forward the email to the most appropriate person and inform the parent that they have done so. It is not appropriate for a parent to chase staff for a response to an email before the 72 hours (not including weekends) have elapsed. If a response is required urgently, parents are asked to consider another form of contact such as a telephone call to the College Reception.

## **Contacting You**

Our preferred means of contacting you is via EduLink and via email through our management information system, SIMS.

- Parents and carers who are signed up to EduLink receive letters and notifications via email and text. To sign up for EduLink please contact [ictsupport@claverham.org](mailto:ictsupport@claverham.org).
- We use these systems to text you to send important messages or reminders, if a student is absent without a message being received for example. We also use this system to notify parents and carers via text and email if we have to close the school in an emergency.
- Parents and carers can pay for trips and resources online via the ParentPay system, instead of sending in cheques and cash. To sign up, please contact our Finance team via [finance@claverham.org](mailto:finance@claverham.org)

## **Social Media**

We use our social media channels to promote student achievements, subject information and generic educational information. You can find these by searching twitter, @claverham1.

The school accounts are for reason of publicity and information sharing, and the account and its monitoring is not set up so that the school can respond to social media comments or replies. Communication should be via the school's identified preferred means of communication.

## **No Response**

If you have not received a response from the school within three working days please contact the school by emailing your son or daughter's Head of House or the general College email, [info@claverham.org](mailto:info@claverham.org) and we will chase up your enquiry.

Communication with parents and carers is important to us, and we will continue to monitor this policy and our approach to improve the process further.

## **Respectful Communication**

Our staff work hard and do their best to help children and their families. We ask that whether contact is via phone, email or in person, that your communication with the school is calm and reasonable. Communication is best when it takes place in a context of mutual respect. Members of staff are instructed to end calls that are threatening, abusive, or contemptuous in their opinion.

## **COVID-19 Addendum**

Please note that during the COVID-19 epidemic we will only arrange for meetings to take place on site if all other avenues, such as telephone calls or online meetings, are deemed not to be a suitable mode of communication.