



# Ingatestone Infant School Communication Policy

Written.....January 2020.....

Ratified by Governors: February 2020

# **Ingatestone Infant School**

## **Communications policy**

### **Overview**

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 email is the preferred method: This is the best way to ask them to contact you if you require a more detailed conversation.

### **Notes in Reading Diaries:**

#### **Early Years Foundation Stage**

Notes in reading diaries are the best way to get a message to a teacher promptly and should be used for the majority of everyday communication;

#### **Key Stage 1**

The student is responsible for showing the note to the correct teacher as these are not opened everyday .

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 main reception number to leave a message for a teacher to contact you:

1. Reception staff will relay messages to teachers as soon as possible.
2. If a call is urgent, please inform the receptionist who will attempt to find a senior member of staff to speak to you.
3. We will try to respond to you within three working days, if not the same day.
4. Please note lessons will never be interrupted for teachers to take calls.

### **Email**

Please use the admin email addresses if you need to contact staff.

5. We aim to respond to you 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 who is placed closest to them.

6. In the morning, please approach the following members of staff who are responsible for your child in the following order:
  - 1) Admin staff for any messages to class teachers (nearly all circumstances)
  - 2) Headteacher
  - 3) Deputy Headteacher
  - 4) Class teacher
7. Class teachers are often available after school for short communication exchanges, longer meetings should always be pre-arranged with members of staff.
8. 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.
9. 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 Teachers2Parents.

## Website

We use our website to promote student achievements, subject information and generic educational information. You can find these by searching

<https://ingatestone.essex.sch.uk/essex/primary/ingatestone>

## No Response

If you have not received a response from the school within three working days please contact the school by emailing [admin@ingatestone.essex.sch.uk](mailto:admin@ingatestone.essex.sch.uk) 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.

For further details, please contact: Anita or Sue at [admin@ingatestone.essex.sch.uk](mailto:admin@ingatestone.essex.sch.uk)

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