



## Policy Statement

on

# Communicating with Parents and Carers

Revised:	3 Yearly
Date approved by Governing Body:	June 2023

## **INTRODUCTION**

It is very important 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 staff because they have a very full timetable; and we recognise that parents and carers also have very busy lives.

## **CONTACTING THE SCHOOL**

### **Telephone**

Please use the main reception number (01480 375700) to leave a message for a member of staff to contact you. If a call is urgent, please inform the receptionist who will attempt to find a senior member of staff to speak to you. We will try to respond to you within 24 hours but please note lessons will never be interrupted for teachers to take phone calls.

If you need to get a message to your child, please contact the Student Support Officer for that year group or the School Reception. Please do not phone or message your child on their mobile during the school day as their phones should be away and switched off during lessons.

### **Email**

Please use staff email addresses if you need to contact staff directly:

- Teachers are not in a position to check emails consistently throughout the day and the school does not expect work email to be checked during a teacher's personal time
- We aim to respond to you as soon as possible, usually within 48 hours (please note that this applies to the working week and not weekends and/or school holidays)
- Part-time staff may take longer to reply as they are not expected to check their email on non-working days
- Please ensure all emails sent to school staff are courteous in line with our One School Rule of Respect

### **Meetings**

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. Levels should not be jumped unless urgent:

1. Form Tutor or Class Teacher depending on the nature of your query
2. The Head of Year/Assistant Head of Year/Student Support Officer **or** Head of Department depending on the nature of your query
3. Assistant Principal
4. Vice Principal
5. The 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 the most suitable 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.

### **Social Media**

We use our social media channels to promote student achievements, subject information and whole-school information. We do not use these accounts for direct messaging. Our school website also contains a wealth of information about the school – [www.hinchingbrookeschool.net](http://www.hinchingbrookeschool.net)

### **Contacting Parents/Carers**

Our preferred method of contacting individual parents and carers is via telephone or email. As such, it is vital that all contact details are kept up to date. Parents and carers are responsible for letting the school know of any changes in contact details, which should be communicated to the Student Support Officer.

### **Arbor Parent / Carer App**

The school uses a Management Information System (MIS) called Arbor. Parents and carers can access information on Arbor either via the Parent Portal or by downloading the app. As well as seeing behaviour data for your child / children, any progress reports that have been issued and paying for school activities, we also send letters and messages out using the app. The aim is to centralise as much information as possible through the one app to make things easier for parents and carers.



### **Weekly Message**

We send out a weekly message called the 'HBK Update' through the Arbor app, which contains all the key messages for the week ahead and a celebration of the week's successes. These weekly messages are also collated on the school website under Parents, Carers and Students – HBK News and Updates.

### **No Response**

If you have not received a response within two working days, the parent/carer should contact the school by emailing [communications@hbk.acesmat.uk](mailto:communications@hbk.acesmat.uk) and they will chase up the 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.