



ST GEORGE'S ACADEMY

PARENTAL COMMUNICATIONS POLICY

1. 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. We expect all interactions between staff and parents to be conducted in a respectful manner by all parties.

2. Contacting the Academy

Student planner

Communication by email or student planner are the preferred method:

- 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. This is the best way to ask them to contact you if you require a more detailed conversation

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 (01529 302487):

- 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
- We will try to respond to you within three working days, if not the same day
- Please note lessons will never be interrupted for teachers to take calls

Email

Please email the confidential inbox at: STGA@st-georges-academy.org if you need to contact staff. This will be forwarded to the appropriate staff member that you indicate. When using this email address please ensure that your child's full name and full form group name is included so that it can be processed quickly and efficiently (E.g. Joe Bloggs 7SABC).

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 and within three working days. Part-time staff may take longer to reply. During school holidays it is not guaranteed that you will receive a reply due to the varying staff working contracts. We will endeavour to respond as soon as possible after the holiday has ended. If you have any urgent queries during the school holiday please telephone the main reception number.



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PARENTAL COMMUNICATIONS POLICY

If your email is specifically regarding an absence, please email this directly to pastoral@st-georges-academy.org

Meetings

As part of our statutory duty, we provide annual written reports and arrange specific points during the year for parents to meet with staff to discuss the progress of their children. Additional meetings are arranged where appropriate, either at the request of the parent or of the Academy. 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 subject)
- 2) Progress Manager or Subject Leader (if query is relevant to a subject)
- 3) Vice Principal – Mrs Steward (Sleaford Campus)
Vice Principal – Mrs Crawshaw (Ruskington campus)
- 4) Principal – Mrs Caslin

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.

3. Contacting You

Our preferred method of contacting you is via telephone when needing to discuss matters specifically regarding your child, welfare, progress and more urgent matters. Messages for groups of students, including whole Academy messages, will typically be sent via email with students given hard copies of any letters requiring a response form, to take home.

4. Social Media

We use our website and Facebook pages to publicise Academy events and student achievements. These platforms are not intended for contact with individuals.

www.st-georges-academy.org

www.facebook.com/St-Georges-Academy



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5. No Response

If you have not received a response from the school within three working days please contact the school by emailing 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: Miss Taylor, PA to the Senior Leadership Team, at: STGA@st-georges-academy.org

Policy Developed by: Seb Mann, Vice Principal	
Date Adopted: September 2021	
Reviewing Committee: Finance and General	
Frequency of Review: 3 Years	
Date last reviewed: September 2021	
To be reviewed by: September 2024	
Name <u>G. Arnold</u>	Signature <u>[Handwritten Signature]</u>
Committee: Chair of Governors	