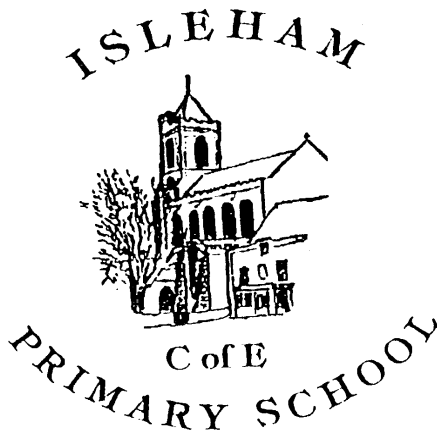


# Isleham C of E Primary School



## Communications Procedure

# Isleham Primary School Communication Procedure

## Working in Partnership with Parents and Carers

At Isleham Primary School, we value positive, open and respectful communication with all parents and carers. We believe that strong partnerships between home and school help children to thrive, feel supported and achieve their best.

Parents and carers are welcome to communicate with the school in a variety of ways, depending on the nature of their enquiry:

- **Telephone** via the school office
- **Email** to the school office
- **Class Dojo** for routine class-based communication
- **In Person**

In addition, members of the Senior Leadership Team are available on the **main gate at the start and end of each school day** and are happy to speak with parents and carers about routine matters. Teachers are also available on the **playground at the end of the school day** for brief conversations and messages. Where a more detailed discussion is required, parents and carers may be asked to arrange a meeting at a mutually convenient time.

Urgent matters should be directed to the school office by telephone wherever possible.

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## Response Times

We aim to respond to communications in a timely and professional manner. During term time, our target response times are as follows:

### General Enquiries, Comments and Questions

For general comments, questions or requests for information, we aim to:

- Acknowledge and respond within **3 school days**.

### Concerns and Complaints

Where a parent or carer wishes to raise a concern or make a complaint, we aim to:

- Acknowledge receipt of the concern or complaint within **5 school days**.
- Provide a written response within **15 school days**, wherever possible.

If additional time is required due to the complexity of the matter, we will inform the parent or carer and provide an update on the expected timescale.

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## **Professional and Respectful Communication**

We ask that all communication between home and school remains respectful, courteous and constructive. School staff will always endeavour to deal with enquiries professionally, fairly and in a timely manner, and we expect the same standards from all members of our school community.

Staff may not be able to respond immediately during teaching time, whilst supervising pupils, or outside of their normal working hours. We therefore ask parents and carers to allow the response times outlined above before following up on an enquiry.

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## **Further Information**

For further information about how concerns or complaints are managed, please refer to the school's **Complaints Policy**, which is available on the school website or from the school office upon request.

By working together through clear, respectful and effective communication, we can ensure the best possible outcomes for all children at Isleham Primary School.