

The Spire Federation - 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 or a note for the child to hand to the teacher are the preferred methods:

- Notes handed to the teacher should be used for the majority of everyday communication;
- The pupil is responsible for showing the note to their 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:

- Office staff will relay messages to teachers as soon as possible.
- If a call is urgent, please inform the Administrator 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 use the 'office' email addresses if you need to contact staff and these will be forwarded on to the appropriate teacher:

- 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.

Meetings

The day-to-day care, welfare and safety of your child is managed by the person who is placed closest to them, therefore, please approach your child's class teacher with any issues.

- 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 office 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.

Contacting You

Our preferred methods of contacting you is via email, letters and the newsletter.

Social Media

We use our social media channel to promote student achievements, subject information and generic educational information. You can find these by searching Facebook for East Wold CE Primary School or North Cockerington CE Primary School.

No Response

If you have not received a response from the school within three working days please contact the school by emailing office@east-wold.lincs.sch.uk or office@north-cockerington.lincs.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.

Staff Emails

For the purpose of school improvement, staff may send emails out of school hours. However, there is no requirement for staff to read, respond or action emails out of school hours.

Review: March 2025