

Communication with Honywood Parents/Carers: Protocol

Parents/Carers can expect to receive the following written/electronic communications:

- A regularly updated school and Trust website
- A weekly newsletter
- A monthly gazette
- Additional information letters as required to groups or individuals
- The school calendar
- A Google Classroom summary
- A handbook for parents/carer
- Progress checks
- Learning Review and Learning Summary
- Emails about school-based activities, but not spam
- Facebook and Instagram updates

In the case of emergency communication, parents/carers can expect the following:

- An urgent phone call if the incident involves their child in particular
- In case of an emergency school closure during the day, an email home and a note on the school website and Facebook page
- In case of an emergency school closure before the start of the school day, messages will go out to parents via email, on the school website (www.honywoodschool.com) and Facebook page
- An unexpected change of arrangements in clubs, fixtures or trips will be communicated to parents via email and the school's Facebook page

Honywood can reasonably expect parents/carers to:

- Read and respond to letters sent home
- Phone or email the school to arrange an appointment to meet a member of staff
- Contact their child's Learning Group Leader or class teacher in the first instance and avoid the temptation to escalate a matter to more senior colleagues until other channels have been explored (see below for further guidance)
- Keep us informed of changes in contact information and personal circumstances which affect their child - this is particularly important
- Send emails directly to staff members, but be sensitive to the fact that the first priority of every teacher is to teach their classes and that frequent emailing can be disruptive and counterproductive
- Respect the work/life balance of staff and restrict emails that require a response to a reasonable working day (8.30am - 5.00pm), and avoid contacting staff during evenings, weekends and holidays. Parents/Carers can always use the 'delay delivery' or 'schedule' function for emails
- Raise concerns with an appropriate member of staff, in a polite manner that is likely to achieve a better outcome for your child, rather than making comments about the school on social media

We can reasonably expect staff to:

- Reply to emails, phone messages within two working days. There is no expectation that a member of staff should reply to any message received during a weekend or holiday until the next working week begins.

- Reply using a holding message if more than two days is required to investigate the matter raised
- Use an appropriately formal tone in emails and letters to parents
- Not reply to any email or letter that is rude or aggressive in tone or content, or sent out of reasonable working hours, but pass the email/letter to their Line Manager to reply on their behalf. Line Managers may need to seek advice from the Senior Leadership Team on how to proceed.

We expect **everyone** to:

- Be calm, friendly and polite in all communications (including in writing, in face to face meetings, during parents' evenings and phone conversations)
- Have respect for each other
- Set out to build and maintain a positive home/school relationship in the interests of the child

General guidance for who to contact:

	Who to contact:	Examples might include:
1	Learning Group Leader	Lost items, friendship issues within the learning group, changes in personal circumstances
2	Class/Subject Teacher	Questions or issues that relate to events that happen in the classroom or matters relating to a specific lesson or task, e.g. homework, behaviour consequences etc
3	Subject Leader	Matters relating to curriculum provision or longer term concerns about content of lessons, or behaviour in a particular subject
4	Cohort Leader	More serious concerns: e.g. the general progress of a child across a number of subjects, behaviour matters that are not specific to one subject area, to make the school aware of problems/situations arising out of school which may affect your child's learning etc.
5	Senior Leadership Team	If your query or concern has not been addressed by the staff member and you have contacted (see 1-4 above)

James Saunders
Headteacher

Protocol adopted; July 2023