



St Nicholas School

Communication Protocol

Our staff are committed to providing a high quality education to your child, and constantly improving their learning. As part of this, communication with parents is very important to us and we always strive to ensure that we communicate well with parents.

How we communicate

Depending on the nature of information or issue being discussed, we typically communicate with parents through the following means:-

Call Parent

Email

The School Website

Parent Mail

Google Classrooms

Tapestry

Letters (in writing)

In person (through a face to face meeting)

In addition, teachers should usually be available after school when you pick your child up. Early Years and KS1 teachers are available at drop off, during which time any quick messages can be communicated to them. However, should parents wish to have a longer conversation it is important that they make an appointment to speak to the teacher. It is very important that in the interest of the children in the class, the teacher is able to take the class to the classroom as soon as possible and no later than 8.45am so that children can begin their learning.

We welcome emails from parents, but ask parents to understand that teachers are busy throughout the working day and may not be able to answer immediately. In line with our policy you can expect to receive a reply within 5 working days and teachers are not expected to respond in evenings, or weekends. They may choose to send a holding email to acknowledge receipt.

Resolving concerns

We always aim to work harmoniously with parents/carers in the best interests of their children and to deal with any issues that may arise in a prompt and professional manner. Most issues can be quickly and easily resolved through effective communication and working in partnership.

Parents have a right to expect the best for their children and they have a right to express their concerns, though at the same time, teachers and pupils must be allowed to work and learn in a safe and secure environment.

It is important that as a school we look after our teacher's wellbeing and therefore if you have a concern, we believe it is always best to talk through first. We therefore ask that if you have a concern, this is not messaged via direct email, but instead you ask for a phone call, or conversation.

If parents do raise a concern, an initial response or acknowledgement should usually be provided to parents within 5 school days. This will then be followed up in whatever manner is appropriate and agreed (which may include arranging an opportunity to find out more details).

Parents are encouraged to liaise with the class teacher initially, outside teaching hours at a time mutually agreed. The next step would be to arrange a meeting with the relevant member of the senior leadership team, which can be arranged by calling the school office.

If you need to speak to a senior leader about a concern, we ask that you contact the school to make an appointment. Discussions at the gate, on the playground, or at the front office are not always appropriate and a meeting in the office will support confidentiality and enable you to have a full discussion, feel listened to and an opportunity to have issues resolved.

Acceptable behaviour and working in partnership

We want to foster a community where people are treated with respect and courtesy. It is important that parents do not approach a child other than their own about a concern. It is also important that parents do not usually try to address their concerns directly with other parents where those concerns relate to incidents between children that happen in school.

We are happy to meet with parents to discuss and try to resolve concerns. However, raised voices, aggression, unnecessary accusatory language, swearing, or threatening behaviour towards staff, pupils or other parents will result in termination of the meeting/ or in removal from the premises. In serious cases the police may be called.

Similarly, we will not tolerate confrontational or inappropriate behaviour in public spaces around the school where this behaviour could potentially be witnessed by pupils.

In the event of raised voices, aggression, swearing or threatening behaviour (in person or in writing including social media), parents will be warned in writing that a repeat of the behaviour will result in a ban from the school site.

In the event of a repeat of behaviour, or in serious cases during the first incident, the Headteacher will write to the parent imposing a ban from the school site. The ban will range in length depending on the seriousness of the behaviour. Parents will be informed in the banning letter of their right to appeal the ban through writing to the Chair of Governors.