

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

School staff want to respond to parental queries at the earliest opportunity and will do their best to do so. The majority of a teacher's time is taken up teaching and preparing for lessons. Teachers' responsibilities extend beyond the classroom, and they may be unable to respond to parents/carers on the day a query is made. There is no expectation for school staff to respond to queries outside of school hours and this is designated as from 5.30pm 8.30am.

Telephone

Parents and Carers should use the main reception number where they may speak with the school receptionist. Parents/carers should:

- Tell the receptionist what their query relates to so that they may pass the message onto the most relevant person.
- Reception staff will relay messages as soon as possible via email.
- If a call is regarding a safeguarding issue, they should inform the receptionist and they will contact a senior member of staff.
- The school will aim to respond to a call/email within *three working days*.
- Lessons will never be interrupted for teachers to deal with a phone call.

Email

Parents/Carers may use staff email addresses if they need to contact staff directly but need to understand that:

- Teachers are not in a position to check emails throughout the day due to heavy teaching commitment
- The school does not expect work email to be checked during a teacher's personal time [5.30pm to 8.30am].
- Staff will try to respond to parents as soon as possible and *within three working days*. Part-time staff may take longer to reply.
- The school's enquiries@budehaven.cornwall.sch.uk email address is often the most appropriate way to ensure an email reaches the correct person.
- We aim to respond to all communications within three working days within the working week.

Contact and meetings with staff

The day-to-day care, welfare and safety of our students is managed by the person who is placed closest to them. It would therefore be most useful to contact the following people:

1. Form Tutor or Classroom Teacher: if query is relevant to tutoring/subject
 2. Behaviour Manager: if related to a behaviour incident
 3. Attendance Officer: if related to attendance, holidays or school admissions
 4. Inclusion leader (Mrs D Smith): if the query is related to student wellbeing
 5. Class teacher or Subject Leader: if query is relevant to progress and achievement
 6. Designated Safeguarding Lead or a member of the Safeguarding team if the matter relates to safeguarding
 7. SENDCo if the matter relates to Special Educational Needs and/or Disabilities.
- Meetings must always be pre-arranged with members of staff. Staff will not be able to meet with a parent or carer *without a prior arrangement* as they are involved in the day to day running of the school.
 - If a parent/carers urgently needs to see someone, for instance if there is a serious family emergency or a child protection issue, they should *phone ahead* and the reception staff will do their best to find an appropriate member of staff.
 - For non-urgent meetings the school will aim to meet *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 method of contacting parents is via Classcharts, by email or telephone. It is therefore of vital importance that we have the correct email address and telephone number for all parents and carers. It is the responsibility of all parents and carers to ensure the school is aware of any change in contact details.

Social Media

The school uses social media platforms, such as Facebook, X and the school website to promote student achievements and provide generic educational information. We do not use our social media channels to communicate directly to parents and carers. Parents and carers should not use the school's social media channels to pose questions or to raise concerns, nor must they use social media to make negative comments or allegations about the school or any of its staff/pupils.

In the event of any offensive or inappropriate comments being made, the school may ask the parent/carers to remove the post and invite them to discuss the issues in person. The school also reserves the right to remove any derogatory or inappropriate comments from its social media platforms without warning.

Conduct of parents and carers, and unreasonable complaints

Any threats or acts of aggression, even if they occur in an indirect way, e.g. via School Gateway, or over the telephone to another member of staff but about particular members of staff, will be reported to the Police and our legal support services, and further action will be taken.

Any unreasonable, serial or persistent complaints that continue, despite previous reasonable concerns having been addressed, will be considered in-line with our Persistent or Serial Complaints Policy. Any parents and carers in breach of this policy will be written-to, explaining that they are in breach of the policy and that if they persist, further action will be taken.

In the event of a lack of a response from the school

We aim to respond to all enquiries as soon as possible. However, if a parent or carer has not received communication after three working days, they should contact the school by emailing enquiries@budehaven.cornwall.sch.uk and staff will chase-up the 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.