



HOLTAN LE CLAY SCHOOLS FEDERATION

Executive Head Teacher: Mrs D Hunt

Email: enquiries@holtan-le-clay-infant.lincs.sch.uk

Email: enquiries@holtan-le-clay-junior.lincs.sch.uk

Website: www.holtanleclayschools.co.uk

Communications Policy

Prepared by	SLT
Approved by	Full Governing Body
Adopted/reviewed Date	17 th January 2024
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Next Review Date	January 2027



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 understand that parents and carers also have very busy lives.

Contacting the School

Communication by telephone, email or a note for the teacher are the preferred methods.

a.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 Business Manager 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.

b.Email

Please use the 'enquiries' 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.

c.Notes

At KS2, the home school diary should be used for the majority of everyday communication and is the best way to ask teachers to contact you if you require a more detailed conversation. Please remember, the pupil is responsible for showing the note to their teacher

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.

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.

Contacting You

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

No Response

If you have not received a response from the school within three working days please contact the school by emailing enquiries@holton-le-clay-infant.lincs.sch.uk or enquiries@holton-le-clay-junior.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.