



## St Cuthbert Mayne School

*'Growing together in love and learning as followers of Jesus'*

# Communication Guidelines

Maintaining positive relationships with parents has a hugely beneficial impact on the outcomes for pupils and effective communication plays an essential part in developing and maintaining these relationships.

To support this aim, please follow these guidelines when considering how best to communicate with school.

Touchpoint	Explanation	Response time
<b>Reading record</b>	<p>Notifications from parents that don't necessarily require a response such as quick messages for class teachers e.g. homework, relevant information about the day or previous evening, etc. Remind your child to give it to their teacher in the morning</p> <p>e.g.</p> <p><i>'School shoes are soaking wet - please excuse [child name] wearing their trainers.'</i></p> <p><i>'[Child's name] has left reading book at grandparents – we will collect tomorrow.'</i></p> <p><i>'[child name] was not feeling great overnight. If you think it is necessary, please contact me.'</i></p>	Class teacher will respond verbally on the same day and acknowledge that they have seen the message by signing the message.



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	<p><i>'[Child's name] struggled with maths homework. We worked together for half an hour.'</i></p> <p><i>'[Child's name] is going home with x today.'</i></p>	
<b>Staff at gate in the morning</b>	<p>Quick messages or questions related to your child or the school day or messages to pass onto teachers that haven't been written in back of reading record, questions/queries.</p> <p><i>"Sorry – X left his water bottle in the car – could you get it to them, please?!"</i></p> <p><i>"Grandad is picking them up today." (If not in reading record)</i></p> <p><i>If you have important, sensitive information, Mr Sallis, Mrs Welch and Miss Brydon are all Safeguarding Leads and can listen to concerns if it is urgent. They will decide whether further conversations are required off the playground.</i></p> <p><i>'There was an incident last night (brief details), I wanted you to be aware they might be upset.'</i></p>	Immediate
<b>Staff on playground at pick-up</b>	<p>Supervising staff may provide brief feedback to parents on incidents related to the school day.</p> <p><i>'[Child's name] did some amazing work today!'</i></p>	



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	<p>'Your child had a bumped head today. They had a cold compress and were monitored. They've been fine this afternoon but please keep an eye out for any dizziness or nausea'</p> <p>'[Child's name] was involved in an incident today. It was dealt with in line with policy. Please support us by talking to your child about this.'</p> <p>Because staff are dismissing children, if you wish to speak with your child's teacher, please avoid speaking to them on the playground. Instead, see below for information on how to book an appointment</p>	
<p><b>Email to 'admin@'</b></p>	<p>For non-urgent messages, questions or requests (related to Arbor, trips, clubs, events, matches, etc.)</p> <p>For urgent messages call 01442 253347 and leave a message stating it is urgent if no one answers. Follow up with an email marked URGENT: FAO [staff members name/Office] in the subject line.</p> <p>i.e.</p> <ul style="list-style-type: none"><li>• Last minute appointment</li><li>• Change in pick up arrangements</li></ul> <p>Worries about incidents that have taken place in school will not be automatically considered urgent and will likely be passed to the</p>	<p>We will endeavor to respond to emails within 2 working days</p> <p>For urgent queries, if they are considered urgent by school, a relevant member of staff will respond on the same day where possible</p>



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	class teacher in the first instance who will make contact when available to do so.	
<b>Email to 'attendance@'</b>	<p>For all attendance enquiries or notification of medical absence</p> <p>Leave of absence requests must be completed via our <a href="#">Application for Leave of Absence Form</a></p>	<p>We will endeavor to respond to emails within 2 working days. However, attendance emails regarding sickness or same day issues will generally be acknowledged on the same day.</p> <p>You will receive confirmation of any leave requests within two weeks as outlined in policy.</p>
<b>Email to new class emails: i.e. '3A@'</b>	<p>To make an appointment (either telephone or face-to-face) with the class teacher. Please include an outline of what you would like to discuss.</p> <p>Use your child's name in the subject line.</p>	<p>We will endeavor to respond to emails within 2 working days.</p> <p>This is a new system, if you do not hear back within two days, please ask at the gate, use the reading record, or catch the teacher on the playground at the end of the day to confirm they have received it.</p>
<b>Email to 'SENDco@'</b>	Any queries relating to special educational needs and disabilities	Mrs Rayson will endeavor to respond to emails within two of her working days. Please be aware that Mrs Rayson works Monday – Wednesday.



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<p><b>Email FAO: Head 'admin@'</b></p>	<p>Any email for the headteacher should be sent to 'admin@' with FAO: Mr Sallis in the subject line. Please include an outline of what you would like to discuss.</p> <p>Class teachers should always be the first point of contact for parents. Emails to the headteacher in relation to incidents involving pupils will only be addressed once efforts have been made to resolve issues with class teachers first.</p> <p>For emails relating to safeguarding, please include 'CONFIDENTIAL FAO: Mr Sallis' in the subject line. Office staff will then forward this straight on and delete from the admin email.</p>	<p>Mr Sallis will endeavor to respond to emails within 2 working days.</p>
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