



Burntwood School



Protocol – Communicating with Parents 2009

This protocol will give clear guidance to a parent/guardian on how they should make contact with the school.

Aims

Burntwood Girls' School aims to:-

- Work closely with families to ensure that communication is clear and frequent and
- Facilitate communication with families through the use of the school website; Fronter; Family Information Evenings; Around Burntwood; letters and leaflets.

Context

A parent/guardian should:-

- be aware of the different ways in which they can contact the school, i.e. e-mail, telephone or letter;
- ensure that their contact details are kept updated;
- check on the website and in student organizers for term dates and general information;
- be clear about which member of staff they need to contact regarding their concern;
- let staff know in advance if they cannot attend a pre-arranged meeting;
- be aware that Burntwood School adheres closely to the ***Every Child Matters*** recommendations so a parent/guardian must report to the Reception on arrival as a matter of Health and Safety and
- be contacted by the relevant member of staff within a reasonable length of time depending on the nature of the concern.

Staff need to:-

- be aware of what the expectations are when communicating with parents;
- respond to a letter, phone call/message or an e-mail within the length of time outlined in this protocol;
- contact a parent/guardian as soon as possible in the case of an emergency;
- give a clear indication to a parent/guardian as to when further contact will be made;
- agree a reasonable timeframe for addressing and monitoring a concern;
- ensure that a clear record is kept of any correspondence and conversations with a parent/guardian and
- office staff should check whether a member of staff is teaching or absent before transferring a call to a department and/or office.

Guide for Parents Contacting the School

A student's <u>general well being</u> and/or <u>general progress</u>	Attendance and/or punctuality	A <u>particular subject area/ teacher/progress</u> in subject
<p>1st Contact - the tutor ↓</p> <p>2nd Contact - the Year Curriculum Coordinator (YCC)/ Deputy Year Coordinator (DYCC) <i>Initial contact may be made with the YCC if the matter is of a serious and/or sensitive nature.</i> ↓</p> <p>3rd Contact – the Senior Team Link for the Year Group.</p> <p>Yr 7, Yr 8 & Yr 9 – contact Mrs Mansaray or Ms McGrevey</p> <p>Yr 10 & Yr 11 – Ms West or Mr Harper</p>	<p>Inform the main school office ↓</p> <p>1st Contact - the tutor. ↓</p> <p>2nd Contact - the Year Curriculum Coordinator (YCC)/ Deputy Year Coordinator (DYCC). ↓</p> <p>3rd Contact - Ms McGrevey (Deputy Principal in charge of Attendance).</p>	<p>1st Contact - the relevant teacher. ↓</p> <p>2nd Contact - Head of Cluster (HOC)/Department (HOD). Science – Mr Tedd English – Ms Latimer-Jones Maths – Mr Gerrard Design & Tech. – Mr Oughton Humanities – Ms Arthur ICT & Business – Mr Brameld Modern Languages – Mrs Jimenez Learning Support – Mrs Holden Performing Arts – Mrs Clark ↓</p> <p>3rd Contact – Member of the Senior Team <u>Deputy Principals</u> Mrs Brookes Mr Jackson Mr Harper Ms McGrevey</p> <p><u>Assistant Principals</u> Ms West Mrs Warburn Mrs Mansaray</p>

Contacting the Principal –

- Contact can be made through the Principal's personal assistant – **020 8378 4010**
- Please note the Principal is unlikely to be available to see any visitors unless an appointment has been made.

Contacting the Governors –

- All correspondence should be sent to school office addressed to the Chair of Governors – Mrs Helen Dennis-Smith

Contacting the school

By phone –

- Contact the main office directly **020 8946 6201** and ask to be put through to the relevant member of staff. If they are unavailable a message will be taken and passed to the member of staff.
- Tutors will be unable to receive or make calls during registration periods or when teaching.
- YCC/DYCC can be contacted through the main school office or the relevant year office. There is a messaging service available in the Year office.
- Cluster/Departments usually have only one phone extension. Please avoid leaving phone messages.
- Direct line numbers of the Senior Leadership Team will not be given out.
- The phone messaging service in the school is not an instant messaging service and so there will be a delay before the recipient receives the message;
- Depending on the nature of the concern, a reply should be made by the member of staff concerned within three working days.
- In the event of an emergency please avoid leaving a message on the answering system.

By e-mail –

- Contact info@burntwood.wandsworth.sch.uk this is the general school e-mail address. All e-mails are sorted and then forwarded to the relevant member of staff. Depending on the nature of the concern a reply should be made within three working days.
- Staff can only be contacted via their school e-mail if they agree to this as a form of communication.

By letter –

- Please address your correspondence to the relevant member of staff.
- A letter or phone call acknowledging receipt of the letter should be sent/made. Any letters sent home should be copied to the Year Curriculum coordinator.
- Depending on the nature of the concern a response can be expected within three working days.

By a student organiser –

- Parents should use student organisers regularly to make contact with the school.
- The tutor should check the student organisers at least once every week.
- The student should bring a note to the attention of the tutor/YCC/DYCC if a prompt response is desired.
- Depending on the nature of the concern a response can be expected within three working days.

In person –

- Appointments should be made by agreeing a time with the relevant member of staff.
- Staff may not be available to meet with a parent/guardian who has not made an appointment.