

Communication with Parents: Protocol

Parents can expect to receive the following written/electronic communications;

- A regularly updated school and Trust website
- A weekly Safeguarding bulletin
- A half-termly newsletter
- Additional information letters/messages to groups or individuals via Group Call
- The school calendar
- Progress checks
- Emails about school-based activities, but not spam
- Social Media updates

In the case of **emergency communication**, parents can expect the following;

- A phone call to alert them if their child is involved in a serious incident whilst in school
- In the case of emergency school closure during the day, a message home via group call and a note on the school website
- In case of an emergency school closure before the start of the school day, message will go out to parents via group call, on the school website (<https://www.helena-roman.essex.sch.uk/>) and on the LA website (www.essex.gov.uk/education)
- An unexpected change of arrangements in clubs, fixtures or trips will be communicated to parents via a school mobile phone

HRS can reasonably expect parents to;

- Electronically agree to the home/school agreement
- Read and respond to letters sent home
- Phone or email to arrange an appointment in advance to meet a member of staff, (please be aware that staff will not be available to meet you without a prior appointment)
- Contact their child's form teacher or class subject teacher in the first instance and avoid the temptation to escalate a matter to more senior colleagues until other channels have been explored
- Keep us informed of changes in contact information and personal circumstance which affects their child-this is particularly important
- Send emails directly to staff members, but be sensitive to the fact that the first priority of every teacher is to teach their classes and that frequent emailing can be disruptive and counterproductive
- Respect the work life balance of staff and restrict emails that require a response to a reasonable working day (8.30am-5pm), and avoid contacting staff during evenings, weekends and holidays. Parents can always use the 'delay delivery' function for emails.
- Raise concerns with an appropriate member of staff rather than making comments about the school on social media

HRS can reasonably expect staff to;

- Reply to emails, phone messages and notes within two working days. There is no

expectation that a member of staff should reply to any messages received during a weekend or holiday until the next working day begins and even then within two working days.

- Reply with a **holding message** if more than two days is required to investigate the matter raised.
- Use an appropriately formal tone in emails and letters to parents
- Not reply to any email or letter that is rude or aggressive in tone or content or sent out of reasonable working hours, but pass the email/letter to their Head of Department/Faculty/Year to reply on their behalf. Heads of Faculty/Department/Year may need to seek advice from the Senior Leadership Team on how to proceed.
- Follow GDPR and safeguarding laws and not discuss matters concerning students with parent/guardians who are not their own

We expect **everyone** to;

- Be calm, friendly and polite in all communications (including in writing, in face to face meeting, during parents evening and phone conversations)
- Have respect for each other
- Set out to build and maintain a positive home/school relationship in the interests of the child