

WOODHOUSE ACADEMY

COMMUNICATION WITH SCHOOL PROCESS

Reviewed: Autumn 2024

To be reviewed: Autumn 2026

(The Key Policy)

Communication with School Process

<p>Parent makes a phone call into school or sends in an email</p>	<ul style="list-style-type: none"> • This will go through to the office OR the pastoral officer in the first instance who will ask for further information. There is a function on our telephone answer system that caters for this. • Unless the parent knows, and has already been in contact with, the member of staff concerned, in most cases this will go to our pastoral officer first who will take details and decide whether to look into this themselves or send on to the relevant person • The usual process of communication is the receptionist/pastoral officer, form tutor, head of key stage or subject lead, senior leader • Appropriate members of staff will be informed of any details and actions taken as necessary • If this is a safeguarding concern or an emergency, a relevant member of the safeguarding team will be sought immediately
<p>Parent arrives at reception to see someone</p>	<ul style="list-style-type: none"> • This will, again, be addressed, in the first instance by reception/pastoral officer, who will ask for further information and if an appointment has been made • Parents will not be able to demand to see a teacher or member of staff on that day and will be advised to make an appointment at a mutually convenient time • Unless the parent knows, and has already been in contact with, the member of staff concerned, this will go to our receptionist/pastoral officer, who will take details and decide whether to look into this themselves or send on to the relevant person • Parents will then be contacted, usually within 1-2 days, to discuss, dependent upon urgency and need. Again, this may be initially with the pastoral officer, based on the circumstances • If this is a safeguarding concern or an emergency, a relevant member of the safeguarding team will be sought immediately
<p>A request is made to speak to either the head of key stage or a senior leader</p>	<ul style="list-style-type: none"> • The key stage leads are contacted when the avenues of both pastoral officer and form tutor have been used first, unless there is more of an urgent concern where the key stage lead may follow this up after the initial investigation • If the concern has been dealt with at key stage lead or subject lead level, and requires further investigation, resolution or support, then it will be passed on to a member of the senior leadership team who oversees that area: Mrs Stevenson if this is relevant to behaviour, pastoral or safeguarding Mrs Mullock if it is a concern about learning, teaching or curriculum

	<p>They will make the final decisions on the relevant area and inform parents as needed</p> <ul style="list-style-type: none"> • If a senior leader makes a decision that a parent is not happy with, this <u>may</u> then be passed on to another senior leader (not the headteacher) to look into further. Parents will be notified if this is the case
A request is made to see the headteacher	<ul style="list-style-type: none"> • Parents will not make appointments with the headteacher unless all other forms of communication have been used first as above and a complaint needs to be made regarding the final decision made by senior leaders • If an email is sent into school for the attention of the headteacher, it will be directed to the person who is in charge of that area in school. Our office staff are very experienced in dealing with parental issues raised so will be able to determine where the concern needs to be directed • It is important that the headteacher can remain independent in the case of any escalations and therefore parents should not ask to speak to the head until all other avenues have been exhausted first
Parents wish to make contact with governors	<ul style="list-style-type: none"> • It is essential that parents follow the correct communication protocols in school to ensure the right person is dealing with the points raised. Governors will only be contacted, in writing, when: <ul style="list-style-type: none"> ✓ The communication process has taken place with the relevant staff members in school as above ✓ A <u>formal</u> complaint has been raised first with the headteacher, investigated fully and parents are not happy with the outcome. If a formal complaint needs to be raised, parents are asked to use our complaints policy and form, which can be found on our website or by contacting the office <p>Please do not contact governors directly or individually at any time. If a formal complaint has not been resolved by the headteacher, the parent should write to the Chair of Governors and ensure it is addressed 'confidential'</p>
Other Important Key Information	<ul style="list-style-type: none"> • The office is not manned before 8.30 or after 4. There is of course an answer machine for messages to be left. • Please ensure the correct equipment is sent in each day as the receptionists, due to safeguarding, spend at least the first hour checking registers and following up absence so do not have time to go round the school with lunches, PE kit etc. • Dependent upon the nature of the call/concern, parents may not be called back on the same day due to teaching and meeting commitments. We always aim to speak to a parent within 24-48 hours of receiving the request, whether that be a holding email or a call.

