

Forres Sandle Manor (Non-Academic) Policy

Policy Title	Communication (Staff)
Policy Lead (Appointment (& Initials))	Headmaster (JW)
Date of Last Review	September 2019
Date of Next Review	September 2021

COMMUNICATION

Parents at times have expressed the view that the standard of our communication with them is sometimes poor. Although I do not feel that such criticism is entirely valid, it is important that we continue to address the perception. The basic message is: if in doubt, communicate; it is far better for parents to be given too much, rather than too little, information.

TELEPHONE

Please observe the following principles:

- If you have your 'own' extension, check it regularly for voice mail.
- If a parent leaves you a message asking you to contact them, return the call as soon as possible and **certainly within 24 hours** (even if to leave a 'holding' message).
- If at first you can't get through, keep trying: don't give up!

FACE TO FACE

- Always keep cool and remain polite – if firm – whatever the provocation.
- Always be as helpful and as positive as possible.
- Never do or say anything to shift the blame/responsibility for a problem to a colleague(s) or to the school generally.

LETTERS

All written communication either to individual parents or to groups of parents should:

- Be written on the appropriate school headed paper, be wary of using letters from previous years. See Teachers/Standard Letters
- If hand-written, writing should be neat, tidy and legible. If word-processed, the standard of print and lay-out should be of appropriate quality.
- If the letter is sent to a group, the name of the group should be on the top of the letter (i.e. 'To Parents of Year 6 Children) and the letter headed 'Dear Parent.'
- If the letter is sent to an individual parent it should be addressed 'Dear Mr and Mrs Bloggs' – either hand written or typed.
- All letters should be concluded 'Yours Sincerely' and signed; if the signature is not entirely legible, the writer's name should be printed under the signature.
- Sent to the Heads PA for Proof reading and clearance from the Headmaster before being posted
- Once cleared, a copy should always be given to the School Office with 'Copy to Mailings to Parents file' written on it.

- All letters to individual parents about anything other than trivial issues should be copied to the child's School Office file and their profile if relevant.

E-MAIL

E-mail communication is fine, but treat such messages as letters.

Emails to parents regarding anything other than the mundane – lost socks etc. must be sent via SchoolBase. If in response to a parent then their original email should form part of the SchoolBase email. Once this is done responses can go through email.

If emailing more than one parent always use the 'Bcc' button so that GDPR [protocols are followed.

Always keep copies and don't be too quick to push 'send' if you are feeling angry! If unsure please clear with me before sending. I suggest you use the three e-mail rule. If you are in an e-mail conversation and after sending three responses there is still no outcome, arrange a meeting.