

Communications with Parents

Category		
1	Request for information <ul style="list-style-type: none"> • Factual information not requiring an opinion • Enquiry about departmental policy/procedures • Music instrumental enquiries • School trip enquiries • Extra-curricular club enquiries 	Depending on nature of request <ul style="list-style-type: none"> • The appropriate DHT/CL/Trip Leader/Sports Co-ordinator responds directly
2	Complaint about a teacher sent directly to CL/PT	Pass to Head Teacher <ul style="list-style-type: none"> • HT to liaise with teacher and CL/PT • HT to communicate with parent
3	Enquiry about department decision	<ul style="list-style-type: none"> • CL to formulate response and e-mail to SfP • SfP to proof read and check for tone, etc. • SfP to relate information as appropriate i.e email, phone, formal letter, meeting
4	Direct enquiry to class teacher Enquiry about proforma letter received from a department	<ul style="list-style-type: none"> • Teacher formulates response and e-mails it to CL/PT for agreement • CL e-mails to SfP • SfP to relate information as appropriate i.e e-mail, phone, formal letter, meeting
5	Enquiries about a welfare issue sent to SfP or SfL	For non-contentious issues <ul style="list-style-type: none"> • Direct e-mail reply from appropriate SfP/SfL PT with Bcc to Community Head For contentious issues <ul style="list-style-type: none"> • SfP/SfL PT formulates response and e-mails to Community Head • Community Head proof reads and checks for tone, etc. e-mails to Office • Office pastes onto school stationery and returns to SfP/SfL PT for signature or response sent directly from Community Head
6	Parent comes to the school reception and wants to liaise with someone about a child	<ul style="list-style-type: none"> • Provisional appointment made with SfP/SfL/DHT, whichever is appropriate • If situation is an emergency – Duty Head called