



Chaucer School

A member of Tapton School Academy Trust

Communications Procedure Policy 2024/25

Review Date- September 2024
Next review date- September 2025

Positive communication between school and home and also school and the local community are vitally important. We communicate regularly with all parents/carers in a multitude of ways including, MCAS (My Child at School), emails, the school website, social media, tracking data, letters, Progress Evenings and other information events.

If there are issues or concerns or indeed we wish to share good news we also phone parents and send more specific emails, letters and postcards. We also meet many parents and carers face to face. Parents/carers and members of the local community phone and email the school and email addresses for key members of staff are detailed on the website.

Chaucer School is a responsible employer who values the work-life balance of all our staff. Our email server is consequently turned off between the hours of 7pm and 6am on weekdays and all day on weekends. Any emails sent during this time will not be read until the next working day.

We are always keen to discuss any concerns with parents/carers and members of the local community. If, at any time, you have any concerns, then please do not hesitate to contact the school and, if necessary, make an appointment to see relevant staff members to discuss any issue. We believe very strongly in working closely with all our community and would hope that if there are any areas of grievance then a discussion with school is the best way forward. Therefore, we would recommend that any concerns or issues are not discussed on social media sites as this could be potentially damaging for the school and students

Keeping these channels of communication open are key to supporting young people and we hope these principles clarify the importance of positive communication.

The two key components of these principles are,

1. All members of Tapton School will communicate appropriately, professionally and in a timely way with parents/carers and members of the community. We will endeavour to answer their questions and address their concerns and most importantly work in partnership to ensure all students achieve all that they can.

2. Parents/carers and members of the local community should always communicate with Tapton staff in a respectful and appropriate way. This includes conversations when visiting the school, telephone calls, emails and letters.

If parents/carers have concerns or questions that they do not feel have been fully answered or addressed they have recourse to the Complaints Procedure. This policy (and a guide for parents/carers) is to be found on the school website and can also be obtained on request by phoning or emailing the school office. Equally, colleagues in school have the right to appropriate and respectful treatment. If parents/carers do not treat colleagues in school in this way we will implement the 'Vexatious Communication Procedure'. Again, this procedure is to be found on the school website and can also be obtained on request by phoning or emailing the school office

Communication within Tapton School and between Tapton School and parents/carers or the local community should always be,

- Courteous, professional and appropriate
- Timely – we aim to respond to all emails and letters in two working days. In the first instance this may be simply to acknowledge the email and outline the next steps. We cannot put

phone calls through to teachers during school hours but they will receive a message and someone from the school will respond in two working days. NB some colleagues work part time and if the matter can only be dealt with by a specific colleague who does not work part of the week then the response will be within two of their working days.

- Measured. If, for example, an email exchange goes beyond three emails (and the email exchange is becoming unproductive) the next step is to arrange to speak face to face. There are also some email principles prepared by the Unions to address volume of emails in school.
- Safe (We are currently working with Sheffield City Council to develop an approach to communicate and transfer data via email in a safe and secure manner).

This information is shared and disseminated via the website, the Staff Handbook and briefings/meetings, posters in reception, information available in the school office

Communication between school and parents

Telephone Calls

We will:

- Answer your call swiftly and politely
- Ask for your name
- Ask for the name of your child, their year group and form
- Ask for brief details of the reason for your call
- Ask for your contact details
- Ask you if you have already spoken to anyone previously if you ask to speak to the Headteacher.

All of the above questions help us to direct you to the most appropriate person to deal with your query. In the majority of cases this is not the Headteacher.

We will however never stop you speaking to or arranging to speak to the Headteacher either by phone or in person.

Appointments to meet with the Headteacher are arranged through their PA.

Once we have the necessary details we will:

- Tell you the name of the person we are directing you to
- Endeavour to transfer you to that person to deal with your query or problem. If that person is not available;
- E-mail the relevant person giving them the information you have given us and your contact details.
- E-mail you (if your email address is available) to confirm that an email has been sent and to whom

We will not tell you when that person will contact you as we do not have control over that, however as a school we will commit to responding to you by the end of the following working day from your call even if this contact is to advise of progress so far and arrange a further date for contact.

Personal Visits

We want parents to be able to see the right person when they come to school and the best way to make that happen is for parents to ring to make an appointment. It is really difficult to guarantee where a member of staff is and what they are dealing with when a parent arrives at the door asking to see them. We will always endeavour to find someone to speak to you however it is always best to ring first.

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