



# OUR COMMUNICATION POLICY

PLEASE THINK ABOUT THESE 5 STEPS BEFORE CONTACTING SCHOOL

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## Consider which communication method is best for the situation.

Some conversations are best face to face, whilst others, given their nature, may be quickly resolved over the phone or via the 'Contact Us' form/email.



## Our office hours are 08.00-16.30.

Staff are not expected to be available in the evenings or at weekends.

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## We will respond within 2 working days.

We want our communication to be timely as this is in the best interest of our students and we will endeavour to respond to all appropriate communications. The greatest challenge we face is the high volume of communications. We will prioritise communications based on need but must stress that we cannot operate as an emergency service. There may be times that we are able to respond sooner than this; however, there may also be times when school is exceptionally busy, when this timescale is not achievable.



## Appointments with staff must be booked in advance.

This is to avoid disappointment. Many of our staff will be teaching or in meetings during the course of a school day. Anyone arriving to reception unannounced will be advised to request a meeting, unless the matter is deemed an emergency.

4

## All communication should be respectful



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