

Highwood Primary School



Promoting Resilience – Achieving Potential

Communications Policy

Written: January 2018

Review: February 2021

Ratified by Governors: March 2021



This policy has been impact assessed against protected characteristics (race, gender and disability) and no adverse impact has been identified.

Communication Policy

All communications must respect the dignity of the recipient.

Email

- The receipt of an email to admin@highwood.herts.sch.uk will be acknowledged within 48 hours (during term time but not over a weekend)
- Within 5 working days a response to the email will be provided. This could be in the form of an email, a phone call or a meeting and may include an agreement for the need for further communications in order to resolve the issue
- Emails will not be monitored or responded to outside normal working hours (including weekends and school holidays)
- Emails that are deemed to be aggressive or making unreasonable demands on staff will be dealt with via the Parent and Carer Code of Conduct

Phone

- Phone calls received during the school day will be managed by the Office team
- Enquiries and messages regarding learning or behaviour will be received by the Office team who will pass them to the appropriate member of staff in a convenient break; ***Staff cannot respond to such communications during learning time*** but will respond in a convenient break, before or after school within 48 hours
- Enquiries and messages regarding clubs and activities will be dealt with by the Office team and information passed to other members of staff at a convenient break

In person

- Most communications and enquiries can be dealt with quickly and easily by the Office team
- Communications during the school day made in person to the Office will be dealt with by the Office team who will pass the information to staff at a convenient break; ***Staff cannot respond to such communications during learning time*** but will respond in a convenient break, before or after school within 48 hours
- Staff are available at the beginning and end of each day for **brief** communications but please be aware that they cannot enter into lengthy discussions at these times as they have other duties to perform
- Requests for meetings with members of staff should be made via the Office who will respond with convenient times within 48 hours