

Home School Communication Guidelines



These guidelines have been written to help manage the flow of communication between home and school. Most communications will be sent by your child's pastoral teacher.

Pastoral teachers are asked to:

- Set automatic 'out of office' replies when off school. These should state who to redirect enquiries to if it is urgent and non-urgent. Pastoral teachers who are off sick should not respond to emails.
- Wherever possible respond to parent/carer emails during the hours of 8:00 and 6:00 during the working week. (It may be necessary to send emails outside of these hours, e.g. pastoral teachers may be involved in after-school meetings or training. Safeguarding leads and the Senior Leadership Team may need to communicate about matters of urgent importance. If this is the case, emails should be sent as close to this time as possible and only Monday-Friday where possible.)
- Use the 'scheduled send' feature if their working patterns operate outside these hours should.
- Keep email communications concise and professional at all times.
- Respond to all emails in a timely manner, i.e. within 24 hours. If more time is needed to secure a response, they should send a holding email acknowledging receipt of the email and detailing their intentions.
- Check emails outside of teaching time.
- Check emails privately and share only what is necessary with class teams.
- Avoid the use of jargon.
- Inform a Senior Leader at the first available opportunity and at the latest by the end of the day, if they have any concerns around email communications.

Families are asked to:

- Wherever possible send emails to pastoral teachers during the hours of 8:00 and 6:00 during the working week. If this is not possible, there are different options:
 - Use the 'scheduled send' feature if your email is not urgent.
 - If the communication is very urgent, phone the relevant member of the Senior Leadership Team on their mobile phone. You can find their numbers on their email signatures.
- Give pastoral teachers and senior staff a reasonable amount of time to respond to an email.
- Keep email communications concise and courteous.
- Inform a Senior Leader if they have any concerns around email communications.