



PHILIPS HIGH SCHOOL

POLICY ON

COMMUNICATION

Overview

It is very important to us that we work closely in partnership with parents and carers, and communication between home and school is key. We recognise however that it can often be difficult communicating with teachers because they have a very full timetable; and we recognise that parents and carers also have very busy lives.

Contacting the School

Student planner

Communication by email, telephone or pupil planners are the preferred method:

- Notes in pupil planners are a good way to get a message to a teacher promptly and should be used for everyday communication;
- The student is responsible for showing the note to the correct teacher. This is a quick way to ask them to contact you if you require a more detailed conversation.

Staff want to respond to parental queries at the earliest opportunity and will do their best to do so. The majority of teachers' time is taken up teaching and preparing for lessons. Teachers' responsibilities extend beyond the classroom, and **they may be unable to respond to you on the day a query is made.** We have also agreed with staff that there is no expectation to respond to queries during their personal/family time. We aim to contact you, **where possible,** within 24 hours of the communication being received, part-time staff may take longer to respond.

Telephone

Please use the main reception number to leave a message for a teacher to contact you (0161 351 2200):

- Reception staff will relay messages to teachers as soon as possible.
- If a call is urgent (e.g. serious family emergency/safeguarding), please inform the receptionist who will attempt to find a senior member of staff to speak to you.
- Please note lessons will never be interrupted for teachers to take calls.

Email

Please use the school email address (info@philipshigh.co.uk) if you need to contact staff directly:

- Teachers are not in a position to check emails consistently throughout the day and the school does not expect work email to be checked during a teacher's personal time.
- Staff have a "no e-mail" policy between 6.00 pm and 6.00 am. Not weekends.

Meetings

The day-to-day care, welfare and safety of your child is managed by the person who is placed closest to them.

- In the first instance, please approach the following members of staff who are responsible for your child in the following order:
 - 1) Form Tutor or Classroom Teacher (if query is relevant to a specific subject)
 - 2) Year Leader or Head of Department (if query is relevant to a specific subject)
 - 3) Assistant Headteacher
 - 4) Deputy Headteacher
 - 5) Headteacher
- Meetings should always be pre-arranged with members of staff.
- If you urgently need to see someone, for instance if there is a serious family emergency or a safeguarding issue, please phone ahead and the reception staff will do their best to find a senior member of staff to see you.
- For non-urgent meetings we will aim to meet with you within five working days. The school will determine the level of urgency at its discretion, to enable it to manage multiple demands.

Contacting You

Our preferred method of contacting you is via telephone, e-mail or text. Please make sure your contact details are kept updated with the school office.

Social Media

We use our social media channels to promote student achievements, subject information and generic educational information. You can find these by searching @PhilipHigh.

No Response

If you have not received a response from the school within 48 hours, please contact the school by email or phone and we will chase up your enquiry. Communication with parents and carers is important to us, and we will continue to monitor this policy and our approach to improve the process further.

For further details, please contact: Tina Owen, Headteacher, at info@philipshigh.co.uk