

Communication between Parents/Carers and School

At St Mary's, we value the relationship we have with the parents, carers and wider families of our pupils. We believe that effective communication can deal effectively with any issues that arise, and help us work together to make sure children achieve their best and enjoy their time here. At the same time we are mindful of the impact on the smooth running of the school. With this in mind, we have developed some protocols which we hope will achieve the right balance.

Arranging Meetings with School Staff

We expect parents/carers/members of the public who wish to meet with staff to have an appointment. If someone turns up at school without an appointment members of staff are not obliged to see them but will endeavour to do so. This does not apply to safeguarding issues when one of our designated safeguarding staff will be contacted immediately. In all other issues, the parent/carer should request an appointment and should be seen within two working days where practicable. It is important that such requests give the subject of the requested appointment, so that staff are fully prepared for the meeting. **We also reserve the right to terminate meetings or phone calls where parents/carers become aggressive.**

Responding to Phone Messages/Emails

We are happy for parents/carers to contact staff via the school email address, office@st-marys.poole.sch.uk. We would always hope to respond to such messages/calls within 1 working day, but please be aware that members of staff may not be in school for a particular day(s) – running trips, attending courses or absent for other reasons.

We do not expect staff to respond to messages out of school hours or at weekends/during holidays, in order to protect their work-life balance. I hope parents/carers will appreciate that these protocols are designed to facilitate effective communication between school and families. Pupils progress well when school and families are working together for the common purpose of supporting their progress.