

Responding to parents' policy

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1 Introduction

We understand that parents may wish to contact the school with general queries, or requests for information during the school day. The purpose of this policy is to guide parents to the various means by which they can contact school, and to set expectations around timelines for responding.

2 Telephone contact

It is the policy of the school that admin staff will pass on a telephone request to speak to a member of staff the same morning or afternoon that it is received.

Parents should be aware that staff who have teaching, leadership or other student-facing roles and commitments during the working day will be unable to respond to a telephone message immediately.

2.1 Primary

Parents may pass information or messages to staff they see at the start and end of day. Any messages or information during the school day can also be communicated to the primary office by telephone.

Contact number 01604 272572

2.2 Secondary

Parents do not generally see staff at the start and end of the day and so may contact the main school reception by telephone with any messages or information.

Contact number 01604 344744 – option 2 (Secondary Phase)

As an all-through school, our main school reception is extremely busy, and it may not always be possible to get through on the telephones. Messages are checked regularly, and parents are encouraged to leave a message. Admin staff will pass on a telephone request to speak to a member of staff the same morning or afternoon that it is received.

3 Email

If preferred, parents can contact school via the relevant email address listed below:

- primaryoffice@ccs.northants.sch.uk for Primary phase enquiries
- office@ccs.northants.sch.uk for Secondary Phase enquiries
- sixthformteam@ccs.northants.sch.uk for Sixth form enquiries

These mailboxes are monitored and checked regularly by various admin staff, and emails will be passed to the relevant member of staff the same morning or afternoon that it is received.

It will help our response if parents provide brief details relating to their enquiry, providing a contact and telephone number as appropriate.

Parents are also reminded that they can contact their children's class teachers or other key members of staff that work with their child directly via Edulink.

4 Reporting student absence

In the case of a child being absent from school due to illness, parents are expected to inform the school each day of absence and have two options to report their absence:

1. Leave a message on the school's absence line, with details of your child's full name, form, reason for absence and expected date of return. Primary 01604 272572 / Secondary 01604 264320.

Or

2. Report via [Edulink One](#), for absence up to 5 days.

If a message is not received through either of these methods, it will be assumed that your child should be attending school.

Please do not email teachers or form tutors directly.

5 Timescales for responding to general enquires

Parents are reminded that teaching staff do not generally have access to their emails during the working day. Staff to whom a telephone message or email is sent are expected to acknowledge receipt of an email or phone message by the end of the next working day.

Where a parent requests it, a follow up contact will be made to try to resolve an issue or arrange a meeting within two whole working days of the request.

6 Meeting requests

Teaching staff are busy before the start of the school day preparing lessons and we, therefore, politely request that any appointments to meet with teachers are made, where possible, at the end of the school day and allow time for appointment to be arranged.

7 Emergencies

Where there is a need to speak to a senior member of staff as a matter of emergency, parents are respectfully asked to briefly explain the nature of the emergency to reception staff so that they can be directed to the appropriate member of the leadership team.

An emergency is defined as a situation where the safety of a child is at immediate serious risk or harm. In all but the most serious cases, parents will not be directed to speak to the principal.

8 Unauthorised visits

Parents who arrive at school wishing to see a member of staff without an appointment will be asked to leave a contact number or email to suggest times when they might be available for a member of staff to contact them.