

Parental Communication Protocol

September 2020

As a village college, IVC is proud of its ethos and values as an inclusive school striving to be at the heart of its community. We recognise that good and effective communication is more than telling about what is happening, but is concerned with authentic engagement about the most important subject – the learning of children and young people. This protocol will give clear guidance to a parent/guardian on how they should make contact with the College.

Context

Staff should: -

- be aware of what the expectations are when communicating with parents/carers;
- give a full or initial response to a letter, phone call/message or an e-mail within **two** working days (48 hours)
- contact a parent/carer as soon as possible in the case of an emergency;
- give a clear indication to a parent/carer as to when further contact will be made;
- agree a reasonable timeframe for addressing and monitoring a concern;
- ensure that a clear record is kept of any correspondence and conversations with a parent/carer
- office staff should check whether a member of staff is teaching or absent before transferring a call to a department/Faculty and/or office
- be courteous and considerate in all communications with parents/carers of the College, **which should include using the correct salutation** rather than first name, for example Mrs/Dr/Professor

A parent/guardian should: -

- be aware of the different ways in which they can contact the College, i.e. e-mail, telephone or letter;
- ensure that their contact details are kept updated;
- check on the website and in student planners for term dates and general information;
- be clear about which member of staff they need to contact regarding their concern;
- let staff know in advance if they cannot attend a pre-arranged meeting;
- be aware that IVC takes its duty with regard to safeguarding seriously so a parent/carer must report to Reception on arrival at the College
- be contacted by the relevant member of staff within **two** working days (48 hours)
- be courteous and considerate in all communications with staff at the College, **which should include using the correct salutation** rather than first name, for example Mrs/Dr/Professor



Guide for Parents Contacting the College:

A student's <u>general</u> well-being and/or general progress	Attendance and/or punctuality	A <u>particular</u> subject area/ teacher/progress in subject
<p>1st Contact - the Tutor (all initial concerns)</p> <p style="text-align: center;">↓</p> <p>2nd Contact – Deputy Head of House (years 7 and 8) or Head of House (years 9-11)</p> <p><i>Initial contact may be made with the Head or Deputy Head of House if the matter is of a sufficiently serious and/or sensitive nature.</i></p> <p style="text-align: center;">↓</p> <p>3rd Contact – A member of the Senior Leadership Team, most likely</p>	<p>Inform the main school office via the main school telephone line and access the “absence” section. This should be done for all “on the day” absence.</p> <p>After this, please follow the protocol below:</p> <p style="text-align: center;">↓</p> <p>1st Contact - the Tutor.</p> <p style="text-align: center;">↓</p> <p>2nd Contact – Attendance Officer, Kate Graves</p> <p style="text-align: center;">↓</p> <p>3rd Contact – Sue Campbell, Head of Personalised Learning and Attendance</p>	<p>1st Contact - the relevant teacher</p> <p style="text-align: center;">↓</p> <p>2nd Contact – Lead Teacher or Lead Practitioner</p> <p style="text-align: center;">↓</p> <p>3rd Contact – A member of the Senior Leadership Team</p>
<p>Contacting the Principal or Vice Principals –</p> <ul style="list-style-type: none"> • Contact can be made through the College reception, where you will be directed to the relevant PA • Please note the Principal or Vice Principals are unlikely to be available to see any visitors unless an appointment has been made 		
<p>Contacting the Governors –</p> <p>All correspondence should be sent to the College addressed to the Chair of Governors – Mrs Karen Momber</p>		

