



Leen Mills Primary School

Communications Policy

January 2019

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

Teachers want to respond to parental queries at the earliest opportunity and will try their best to do so, however, 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.

Class Dojo

Messages on Class Dojo are by far the best way to get a message to a teacher promptly and should be used for the majority of everyday communication.

Whilst teachers are logged into Dojo for the majority working day they might not see urgent messages and these should still be rang into the school office.

Telephone

Please use the school number to leave a message for a teacher to contact you:

- Office staff will relay messages to teachers as soon as possible.
- If a call is urgent, please inform the office who will attempt to find a senior member of staff to speak to you.
- We will try to respond to you within 24 hours, if not the same day.
- Please note lessons will never be interrupted for teachers to take calls.

Email

Please use staff email addresses if you need to contact staff directly:

- Teachers are not in a position to check emails consistently throughout the day and we do not expect work email to be checked during a teacher's personal time.
- We aim to respond to you as soon as possible and within 24 hours. Part-time staff may take longer to reply.

Meetings

The day-to-day care, welfare and safety of your child is managed by your child's class teacher. In the first instance, please approach the following members of staff who are responsible for your child in the following order:

- 1) Class teacher or support staff
- 2) Member of the Senior leadership team
- 3) 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 child protection issue, please phone ahead and the office 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 3 days.

Contacting You

Depending on the reason we have to speak to you we will contact you via Class Dojo, a phone call, email or text message.

Social Media

We use our social media channels to promote student achievements, subject information and generic educational information. We will not respond to questions/queries on Twitter so please do not post any.

No Response

If you have not received a response from the school within three working days please contact the school by emailing office@leenmills.notts.sch.uk 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.

School email addresses

Mr Tew, Head Teacher head@leenmills.notts.sch.uk

Mrs Goldson, Deputy Head Teacher, kgoldson@leenmills.notts.sch.uk

Mrs Davies, Assistant Head Teacher and KS2 lead, ndavies@leenmills.notts.sch.uk

Mrs Turner, Foundation Stage lead, kturner@leenmills.notts.sch.uk

Mr Hutchinson, KS1 lead, ghutchinson@leenmills.notts.sch.uk

Miss Owen, SENDCo, howen@leenmills.notts.sch.uk

Miss Horton, ahorton@leenmills.notts.sch.uk

Miss Cook, lcook@leenmills.notts.sch.uk

Miss Goring, hgoring@leenmills.notts.sch.uk

Miss Evans, jevans@leenmills.notts.sch.uk

Miss Goddard, cgoddard@leenmills.notts.sch.uk

Mr Konsek, tkonsek@leenmills.notts.sch.uk

Mrs Samrai, nsamrai@leenmills.notts.sch.uk

Mr Rusiecki, joelr@leenmills.notts.sch.uk

Mrs Burrows-Smith kburrows-smith@leenmills.notts.sch.uk

Mrs Ablitt, sablitt@leenmills.notts.sch.uk

Mrs Dean ddean@leenmills.notts.sch.uk

Mrs Holmes dholmes@leenmills.notts.sch.uk

Miss Muarry pmuarry@leenmills.notts.sch.uk

