

TRANMERE PARK PRIMARY SCHOOL

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COMMUNICATIONS POLICY

Adoption Date: JANUARY 2019

Review Date: MARCH 2020

Tranmere Park Primary School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment

Communications Policy for Tranmere Park Primary School

Author: Mark Howorth

Date written: January 2019

Reviewed: March 2019

Review Date: March 2021

POLICY STATEMENT

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.

PROCEDURES

Contacting the School

Email/Student planner/Reading Diaries

Communication by email, note on paper, in student planners or reading diaries are the preferred method:

- Notes in student planners or reading diaries are by far the best way to get a message to a teacher promptly and should be used for the majority of everyday communication;
- The student is responsible for showing the note to the correct teacher. This is the best way to ask them to contact you if you require a more detailed conversation.
- Emails should be sent to "secretary@tranmerepark.leeds.sch.uk". These will then be passed on to the relevant teacher.

Teachers want to respond to parental queries at the earliest opportunity and will do 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.

Telephone

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

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

Email

Please use the "secretary@tranmerepark.leeds.sch.uk" email address 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.
- We aim to respond to you as soon as possible and within three working days. Part-time staff may take longer to reply.

For any queries pertaining to Special Educational Needs and Disabilities you can email our SENCO directly using "senco@tranmerepark.leeds.sch.uk" if you would prefer not to use the secretary inbox for these communications.

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. Classroom Teacher (and/or SENCO if appropriate)
 2. Phase Leader
 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 child protection 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.

Exceptional circumstances

Some parents will have particular arrangements in place with teachers regarding email contact and these arrangements will continue as usual. If you feel that additional communication is required for a specific purpose, please discuss this with a member of staff.

CONTACTING YOU

Our preferred method of contacting you is via letter and newsletter (sent electronically on a weekly basis).

SOCIAL MEDIA

We use our social media channels to promote student achievements, subject information and generic educational information. You can find these by visiting <https://www.facebook.com/tranmereparkprimary/> for Facebook, or by following us on Twitter, @tranmerepark.

NO RESPONSE

If you have not received a response from the school within three working days please contact the school by emailing secretary@tranmerepark.leeds.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.