

# **Please find below key information regarding School policy**

## **Our Communications Code**

**When communicating with students, parents, carers, staff and all stakeholders in writing, by phone or in person we will always:**

- ◆ Be polite, respectful and do our very best to resolve your query
- ◆ Try to respond in a timely manner. Please remember that our staff have very busy days and most are teachers. We will always try to get back to you within 48 hours, but please understand this is not always possible. Staff will contact you as soon as they are able
- ◆ Pass your query on to someone who can help if we are unable to assist you.

**In return, we ask that you always:**

- ◆ Treat our staff with politeness and respect
- ◆ Do not contact us to vent anger or frustration. We understand something may have caused you or your child distress, but please try to communicate with us in a calm and respectful manner to allow us to try to help you quickly and efficiently
- ◆ Accept that staff may not be able to respond to you immediately and please remember that we do not expect staff to work at weekends
- ◆ Allow us to explain our reasoning for decisions which are always made in a considered and timely fashion

**It is important to point out that persistently rude, aggressive or malicious communication may result in restrictions imposed on your communication with the school.**