

St Bede's Catholic College



Communications Policy

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Communications policy – the college and home

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

Email – the preferred method for contacting a member of staff

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 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 normally within one working day. Part-time staff may take longer to reply.

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 an emergency, 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 one working day.
- Please note lessons will never be interrupted for teachers to take calls.

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. Form Tutor (for general wellbeing queries) or Classroom Teacher (if query is relevant to a specific subject)
 2. Head of Year/House (for general wellbeing queries) or Subject Leader (if query is relevant to a specific subject)
 3. Assistant Principal
 4. Vice Principal
 5. Principal

- 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 find a senior member of staff to meet with you at the earliest opportunity.
- For non-urgent meetings we will aim to meet with you normally within five working days. The school will determine the level of urgency at its discretion, to enable it to manage multiple demands.

Contacting Home

Our preferred method of contacting you is via email, text or for more general information, the fortnightly newsletter. More student specific issues may be communicated via a phone call.

Twitter

We use our Twitter to promote student achievements, subject information and generic educational information. You can find these by searching https://twitter.com/STB_Bristol.

No Response

If you have not received a response from the school within two working days please contact the school by emailing contact@stbcc.org 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.