



**embrace  
challenge:  
expect  
excellence**

# **THE DEANES**

## **COMMUNICATIONS POLICY**



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## **Re: Contact with Parents**

**When telephone or written enquiries are received from parents:**

- 1. Whenever possible, an attempt should be made to respond on the same day** to acknowledge that you have received the enquiry. In most cases, this will be by telephone, and it will reassure parents.
- 2. At the very latest, you must acknowledge receipt of the initial enquiry within two working days.**
- 3. Within a maximum of five days**, a thorough response to the initial enquiry must be made OR arrangements to discuss the enquiry should be put in place.
- 4.** As a matter of good practice, colleagues should consult the SENCO, Director of Key Stage or the student's Form Tutor regarding the enquiry and the intended response. This will allow us to build up a picture of parental contact and enquiries and provide the opportunity for colleagues to offer advice and/or support or to offer additional information if it is deemed appropriate or necessary.

The adoption of this policy will ensure that we respond to enquiries efficiently and effectively.

Should you encounter difficulties with the word processing of responses, please speak to Mrs Oliver, Headteacher's PA in the first instance.

This policy will be reviewed towards the end of Term 3 each year.

I ask the SENCO and Directors of Key Stages to display this policy prominently within their working areas so that it is available for reference.

Thank you.

Desi McKeown  
**HEADTEACHER**

**Signed by:**

**Chair of the Local  
Governing Body:**

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**Headteacher:**

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**Date:**

**2<sup>nd</sup> February 2017**

