

## **Highcliffe Primary School - Correspondence with Parents Policy:**

### **Responding to Parents:**

- When parents contact staff via pupilinfo, they will receive an automated response to say that somebody will contact them within 48 hours\*, if this is required;
- When parents contact staff by phone, they will be told by office staff that somebody will contact them within 48 hours\*, if this is required;
- Office staff will send an 'invite' to staff via the calendar to contact parents;
- Office staff will share information on CPOMs if relevant;
- Please contact them within the agreed time, either by phone or by emailing your response to the office staff (if you require longer to resolve query, please send an email explaining this);
- Please update CPOMs alert if applicable.

\*urgent messages will be passed to the head teacher/assistant heads

### **Contacting Parents by Phone:**

- Please use phones around school rather than in the main office, unless it is empty;
- Please use SIMs or the contact list for parent details, on staff shared area: RMStaff/Office/ContactList ;
- If you phone a parent and they do not answer, please email office staff to let them know, even if you have left a message, in case the parent rings back.

### **Letters Home:**

- Please use most recent school letterhead, on shared area: RMStaff/Office/Letterhead;
- Please share with a member of SLT for proof reading before emailing to office staff to send out on ParentPay;
- If payment for a trip/event is required, please give at least two weeks' notice;
- If equipment/kit is required, please give at least one week's notice;
- If an event/trip is out of hours, please give at least two weeks' notice (weekends etc.);
- If consent is required, please give at least one week's notice;
- Please use first person if a letter is signed by you.

### **Clubs:**

- Please ensure parents are contacted as soon as possible if a child does not attend your club and you have had no explanation;

- Please ensure parents are contacted as soon as possible if a child attends who is not on your list;
- Please ensure parents are given at least 48 hours' notice for the club's start date, not including weekends;
- Please ensure letters state that parents can assume their child has secured a place, unless they hear otherwise, or that they will be contacted with confirmation either way, if numbers are limited;
- Please give at least 24 hours' notice that a child has secured a place, if this has not been stated already in the original letter;
- Please give at least 24 hours' notice if you have to cancel a club;
- If there is an emergency and you are unable to run the club on the day, please ask someone to cover – even if they are unable to deliver the same content;
- If there is nobody to cover, please ensure that the office staff have heard back from each parent before their child is allowed to go home;
- Please save a copy of your club register on the staff shared area: RMStaff/Office/Clubs;
- Please ensure you update the calendar with all changes so that the correct information is shared on Instagram and on the Friday Flyer.

**Instagram:**

- Please post updates from your class weekly, excluding class certificates;
- Please type in the names of the children on the class certificate PowerPoints;
- Please ensure comments are switched off;
- Please check consent lists before posting;
- Please share reminders/notices for parents of upcoming class events etc .
- Please check posts are not blurry and that the children in the photographs can be seen clearly.