



## COMMUNICATION WITH PARENTS POLICY

### Introduction

King's Leadership Academy always welcomes contact with parents and carers as this fosters mutual understanding and support which has a positive effect on student performance. Communication promotes a partnership.

The Academy wants to ensure that parents and carers always have an appropriate and helpful response to their communications. However, the professional duties of teachers can often make it difficult for them to speak or meet with parents and carers during the Academy day.

### Purpose

In order to achieve the most effective balance for students, parents and carers and teachers, we are committed to following the communication principles:

- We always welcome contact from parents and carers.
- We will respond as quickly and as fully as possible to parents and carers
- We will seek to continually involve parents and carers in our work with students
- We will share information as often and as fully as possible with parents and carers.

### Procedure

#### Roles and Responsibilities of all staff

It may be helpful for parents and carers to know how they can expect their telephone calls, letters and emergency visits to the Academy to be dealt with. The following guidelines show how we aim to respond to parents and carers:

#### Telephone Calls:

All telephone calls from parents and carers are received through the main switchboard by the receptionist who will try and respond to the query or seek a member of staff who can help

- **Urgent calls:** If the member of staff asked for is not available, the call will be put through to the most appropriate or available senior member of staff
- **Non-urgent calls:** If the member of staff asked for is not available, the receptionist will normally take details of the parents/carer's name and telephone number and purpose in calling. This information will be given to the member of staff concerned who will try to respond as soon

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as possible and by the end of the next Academy day whenever possible. If a response is not obtained within 24 hours please inform the receptionist.

- **Message for students:** In emergencies or at other times when it is unavoidable, reception staff will help parents and carers by taking messages for students. Unfortunately due to the busy nature of the day and volume of calls there can be no guarantee of passing on messages immediately although we will endeavour to see this happen.
- **Telephone calls made at arranged times:** If members of staff have arranged with parents and carers for them to receive calls at particular times of the Academy day, those members of staff will try to ensure that the receptionist knows where they will be and they will try to make themselves available at those times. Should other commitments or events make this impossible, the receptionist will take down the details and the member of staff will try to call back the same day

### **Responding to letters and emails from parents and carers**

- The Academy will always try to acknowledge letters and emails received from parents and carers within two working days.
- If more time is required to provide a fuller response or to arrange a meeting, members of staff will try to include in the acknowledgement details of when the fuller response or meeting will happen.
- Members of staff will try to respond to the most pressing concerns of parents and carers as quickly as possible. It is our intention to try to all meetings within 7 working days.

### **Emergency Visits**

The academy will seek to respond to visits that are considered to be 'urgent' by parents or carers. However, it may not be possible for the appropriate person to meet with you without prior notice due to teaching or diary commitments.

### **Planners**

King's Leadership Academy has a system of communicating home via planners. Consequently, we hope a two way process exists and that parents and carers communicate with group tutors using the planners.

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## Website/Newsletter

The Academy seeks to put as much up-to-date information as possible on its website. Most general information that parents and carers would seek can be readily found by logging onto the academy's website. The website will contain the newsletters which are produced online and as a hard copy which are distributed directly to the students. Parents and carers are encouraged to view the website on a regular basis. A newsletter will be given to parents and carers once a term.

## Resources

- Home-School Agreement
- Newsletter
- Student Planner
- Academy Website

## Equal Opportunities

In implementing this policy all members of staff must take into account the School's Equal Opportunities policy. Staff must ensure that no parent or carer is disadvantaged on the grounds of gender, race, disability, sexual orientation, age, religion or belief.

## Monitoring, Evaluation and Review

Great Schools for All Children will review this policy at least every two years and assess its implementation and effectiveness.



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