



Electronic Communication: new working procedure

Good communication with parents is a core part of what we offer at St. Peter's so that, by working together, we can ensure that your child has a successful experience here with us. Wherever possible, staff will make themselves available to speak with parents face to face when on duty or at the end of the school day when pupils are dismissed. Staff will also be happy to speak over the phone or to make appointments to discuss your child's experience in more detail, if this is required.

One aspect of communication which has increased significantly in recent years is the use of email. There are many instances when this can be of great use to pass on information, to update school on a given situation or to ask for further clarification. However, with classes over 30 children or more, email communication and the time taken to respond to each email individually, can have a significantly impinge on the time that teaching staff have in order to prepare learning for their class. We always welcome communication with parents but would like to make you aware of new working practices, agreed by the Governing Board, to support effective use of electronic communication for both staff and parents.

- Parents are asked to contact the contact@stpetersprimary.academy for all general pupil detail including absences, collection and medication. It is expected that the vast majority of emails to this account will be responded to within 24 hours, if a response is required.
- Any concerns relating to safeguarding, pupil safety and serious issues (including allegations of behaviour) will be prioritised by all members of staff and acted on immediately upon receipt. This will often be by escalation to a Designated Safeguarding Lead or a member of SLT. If a member of staff has not been in contact within 1 working day, please phone the office to check your communication has been received.
- Class teachers can be contacted via their email accounts but there is no expectation for them to access these beyond school hours or at weekends.
- All emails to class teachers and senior leaders from parents will receive a response, even if it is just a simple acknowledgement that it has been received which may be made by email, in person or by phone call. It is expected that all electronic communication will be responded to/ or acknowledged within three working days. In many cases, it will be significantly quicker than this, but the priority of all staff is to ensure the quality of learning and the safety of all pupils whilst they are in our care.
- Staff will meet face to face or organise a telephone conversation with any parent raising a more detailed issue via email. This is to avoid any misunderstanding and to help resolve any points raised in a timely way. If an issue is raised which goes beyond the remit of an individual member of staff, it is to be escalated to a senior colleague and the parent will be informed of this escalation.

W Stevens

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