



Be Who God Meant You to Be and Together we can achieve.

St Catherine of Siena RC Primary School

Communications Policy

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 sometimes 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 or Phone

Communication by email or phone is the preferred method:

- Simple communication, such as a message about who is picking up after school, can be done at the classroom door in the morning. The staff member will make a note of this and pass on to the relevant members of staff.
- Other messages or information should be passed on through a phone call or email. The office number and email should be used and the office staff will pass the message on to the relevant staff member.
- Office contact details are: 01942 671528
enquiries@admin.lowtonsaintcatherines.wigan.sch.uk
- In reception – Seesaw can be used to communicate with staff – the following guidelines will apply to this method of communication.

Teachers want to respond to parental queries at the earliest opportunity and will do their best to do so, however, the majority of teachers' time is taken up teaching and preparing for lessons. Teachers' responsibilities extend beyond the classroom, and they may be unable to respond to you on the day a query is made. We have also agreed with staff that there is no expectation to respond to queries during their lunch break or personal/family time.

Telephone

Please use the main office number to leave a message for a teacher to contact you:

- Office staff will relay messages to teachers as soon as possible.
- If a call is urgent, please inform the office staff who will attempt to find a senior member of staff to speak to you.
- We will try to respond to you within two working days, if not the same day.
- Please note lessons will never be interrupted for teachers to take calls.

Email

Please use the school email address, enquiries@admin.lowtonsaintcatherines.wigan.sch.uk to contact staff, making sure the email clearly states who it is for:

- 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 and within two working days. Part-time staff may take longer to reply.

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 classteacher with any queries you may have about your child – pastoral, social or academic
- If your concern is other than the above, please contact the Deputy headteacher –Mr Martin Hughes or the Headteacher – Mrs Sue Leck
- Meetings should always be pre-arranged with members of staff, they should not be expected to take place ad hoc at the end of the day.
- 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 do their best to find a senior member of staff to see you.
- For non-urgent meetings we will aim to meet with you within five working days. The school will determine the level of urgency at its discretion, to enable it to manage multiple demands.

Contacting You

Year group staff will use Class Dojo to send **whole class messages**, such as reminders about trips, own clothes days etc. Homework will also be posted using Class Dojo.

Staff will not send messages to individual parents using dojo. If staff need to contact a parent to inform them of something or arrange a meeting, they will contact parents via email or phone call.

Class Dojo

We will use class dojo to promote student achievements, subject information and generic educational information. You should ensure you sign up to class dojo and download the app, at the beginning of the term.

No Response

If you have not received a response from the school within two working days please contact the school by emailing enquiries@admin.lowtonsaintcatherines.wigan.sch.uk 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.

For further details, please contact: Mrs Sue Leck, Headteacher, at:
enquiries@admin.lowtonsaintcatherines.wigan.sch.uk