



NORTHAMPTON HIGH SCHOOL

Communications guidelines for staff members, parents and guardians

Our priority is to support the learning and wellbeing of our pupils and to deliver a vibrant curriculum that responds to their individual needs. Communication with parents and guardians is a vital ingredient in ensuring we offer the best learning experiences for pupils. Our aim is to establish strong relationships with parents and guardians so that we can work together to achieve success.

Our email and communications protocol aims to improve efficiency and wellbeing among our staff. To support this and to ensure any queries and concerns are dealt with in an effective and timely manner, we ask parents and staff to note the following guidelines:

- Working hours for responding to emails and calls are **Monday to Friday 7:30am to 5:00pm**
- Staff are not expected to respond to queries outside of these hours. Parents and guardians are welcome to write at a time to suit their needs, but there may be a delay in response if messages are sent outside of this time
- Teaching staff are not expected to monitor or respond to emails during weekends or school holidays. To contact the school during this time please use the following email address nhsadmin@nhs.gdst.net
- Staff will normally acknowledge receipt of contact within one working day, offering a timeframe for further response if unable to respond in full initially
- Administration staff are available to respond throughout the year and will pass on messages as required, these will then be dealt with in the timeframe outlined above
- We expect all staff to maintain a professional and polite approach in communications and we are grateful for the courtesy shown by parents and guardians in their dealings with the school
- In the very unlikely event that a staff member should receive a message which is inappropriate or aggressive in tone, or which sets unreasonable demands, this may be referred to the senior leadership team

The attached Communications Protocol outlines the best channels for communicating different types of queries and aims to ensure that parents and guardians, as well as staff, are able to contact the appropriate person to deal with concerns.

Policy reviewed: August 2023

Policy reviewed by: Henry Rickman, Deputy Head - Academic

Next Review Due: August 2024



NORTHAMPTON HIGH SCHOOL

G D S T

Communications Protocol

School communication with home

Our main day-to-day communications are via School Post emails. Recent messages can be accessed via the School Post parent portal. School employees may also contact you personally via their GDST email addresses that end *nhs.gdst.net*

We also communicate via the school calendar (SOCS) and our social media pages. Links for these are available on the school website:

www.northamptonhigh.co.uk

Contacting groups of parents/guardians

Where information is not sensitive, we may contact groups of pupils, or everybody, for reasons such as:

General updates affecting pupils

- Details about upcoming events
- Consent for activities and trips
- Invitations to attend information events
- Changes to teaching arrangements within the year

Contacting parents/guardians of individual pupils

We may need to contact you personally by email or phone if:

- If your child is late
- If your child is absent and the school has not been notified
- If your child is unwell during the day
- If we have a concern about welfare or behaviour

All emails to staff members at the school can be sent to the following address (please include the name or job title of the intended recipient): nhsadmin@nhs.gdst.net or junioradmin@nhs.gdst.net

Phone calls and messages are also forwarded to the relevant staff members - call 01604 765765

Contacting school

Please do not hesitate to get in touch with us whenever you need to.

Here are some ideas for where to direct your queries

(Seniors | Juniors):

Every day issue - Form Tutor | Class Teacher

Sensitive issue - Head of Year | Deputy Head Juniors

Academic query - Head of Faculty or Subject | Class Teacher

Finance query - Finance Department

Digital device or other IT related - IT Operations Manager

All other queries - School Office or Reception

Parental query progression

The following routes for progression are usually followed, depending on the nature of each query:

Form Tutor | Class Teacher

↓ Head of Year | Head of Faculty or Subject (Seniors)

↓ Deputy Head or Junior Curriculum Coordinator (Juniors)

↓ Assistant Head Pastoral or Deputy Head (Seniors)

Head

Contacting the Head

Our systems ensure that the Head is kept updated about all matters affecting pupils across the school. The Head becomes directly involved when necessary.

You are welcome to contact the Head at any time via the Executive Assistant, by calling the school, or by email