

## Our Communications Code

When communicating with pupils, parents, carers, staff and all stakeholders, in writing, by phone or in person we will always:

- Be polite, respectful and do our very best to resolve your query;
- Try to respond to you in a timely manner. Please remember that our staff have very busy days and most of us are teachers. We will always try to get back to you within 48 hours but please understand this is not always possible. Staff will contact you as soon as they are able;
- Pass your query on to someone who can help if we are unable to assist you.

In return we ask that you always:

- Treat our staff with politeness and respect;
- Do not contact us to vent anger or frustration. We understand that something may have caused you or your child distress but please try to communicate with us in a calm and respectful manner to allow us to try to help you quickly and efficiently;
- Accept that staff may not be able to respond to you immediately and please remember that we do not expect our staff to work at weekends;
- Allow us to explain our reasoning for decisions which are always made in a considered and timely fashion.

It is also important to point out that persistent rude, aggressive or malicious communication may result in restrictions being imposed on your mode of communication with the school, by the Headteacher, in consultation with the Chair of Governors for a period at their discretion.

Thank you for your understanding and for communicating in line with our Core Values of Kindness, Respect and Looking After Each Other.