



South Hill Primary School
Building Character, Learning Together
Communications Protocol

Introduction

At South Hill we value the importance of promoting a positive relationship with parents and carers, pupils, staff and governors. The communications protocol is essential for fostering a strong relationship between the school and its community. Working together in a proactive and positive manner supports all concerned.

For this to be successful it is important to ensure clear, effective and consistent communication between our pupils, our parents, our governors and fundamentally between home and school. We need to ensure that communications between all members of the school community are clear, professionally orientated, timely and appropriate.

Home/school agreement

Our [Home/School Agreement](#) clearly lays out the expectations of pupils, parents and the school and is an indication of the commitment we place on the collaboration of all stakeholders to support the wellbeing and education of our pupils.

Contacting the school

Verbal communication

Communication by parents relating to classroom issues will be responded to by the class teacher. This can be informally through verbal communication, perhaps at pick-up. Should this prove unsatisfactory the issue should be brought to the attention of the key stage leader or a member of the SLT and then finally the Headteacher.

Email

Please use the admin email admin@southhill.herts.sch.uk if you need to contact a member of staff. Our admin team will be able to direct your query to the correct member of staff. Office hours are 8.30am to 4.30pm, Monday to Friday during term time.

- Teachers are not in the position to check emails continually throughout the day and the school does not expect work emails to be checked during a teacher's personal time.
- We aim to respond as quickly as possible and within three working days. Part-time staff may take longer to reply.
- Teachers, on occasion, may respond to you via email.

Telephone

Please use the school office number (01442 402127) to leave a message for a teacher to contact you.

- **Office staff** will relay messages to teachers as soon as possible.
- We will try to respond to you as soon as is possible, if not the same day.
- Please note lessons will not be interrupted for teachers to take calls.

Home/school reading record

You may communicate issues relating to reading in your child's **Reading Record**.

- Please ensure you complete the pages read by your child.
- Children in KS2 can complete this themselves.

Meetings

The daily care, welfare and safety of your child is managed by the person who is placed closest to them. Please approach the following members of staff who are responsible for your child in the following order:



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- 1) Classroom Teacher
- 2) Key Stage Leader
- 3) SENCo/Inclusion Assistant
- 4) Senior Assistant Headteacher
- 5) Headteacher

Meetings should always be pre-arranged with members of staff.

- 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.
- We are aware that sometimes you may experience issues at school that cause upset. If this is the case, please ensure that you make an appointment to meet with a member of staff by emailing the admin team. This ensures that we have the correct information and details and a suitable time is found to meet.
- 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.

Contacting you

We will contact you via email or phone call. If you require hard copies of letters and newsletters, these are available from the school office.

- ClassDojo is also used to communicate school-based messages and to celebrate and share learning. **Please note any messages about your children should go through the admin email and not through ClassDojo.**

No response

If you have not received a response from the school within three working days please contact the school admin@southhill.herts.sch.uk and we will follow up your enquiry.

Appropriate use of social media

We are aware that parents set up group chats for classes on WhatsApp, Facebook and other platforms. We recognise that these are useful to parents and provide links. However, these are not endorsed by the school and we do not post on these forums. On occasion, information on these forums can be inaccurate or not represent the school view.

Please refer to the school website or clarify doubts by emailing the admin team.

We ask that parents do not post inaccurate or defamatory statements about staff, the school or pupils on social media platforms.

Please note that the staff of South Hill are extremely accommodating and deal with parental concerns swiftly.

Please ensure you speak to the school about any concerns. It is our goal to work in collaboration with you for the best interests of your child.