

Parental communication at Holly Trees

At Holly Trees we like to be able to respond to parents as effectively as possible. We have, however, become increasingly aware that parents who drop children off at Breakfast Club and have their children collected by after-school clubs/childminders rarely have the opportunity to communicate with the class teachers. In an attempt to do so, some parents are increasingly sending emails to staff but this has proved ineffective, for both parents and staff.

As a result we have drawn up the following guidance for parents on the most effective way to liaise with the school in various situations:

Urgent : Anything urgent must be communicated verbally in person or by telephone so that you know the message has been received.

Absences: If a child is absent, a message can be left on our absence line (option 1 on the answerphone) or a verbal message can be given to the office.

Academic: If you have an academic enquiry see the class teacher after school, a member of the Senior Leadership Team at the school gate or you may email and you will get a response usually within 3 working days but not longer than a working week.

School Day: If you have a query about term dates, lunch details, clubs, events, payments etc and you cannot find the answer on the website then please enquire at the school office by phone, email or in person.

Written messages can be given to staff in person but **do not** just leave them in book bags or write in the reading diary as they may not be checked every day. Please ensure that the right person/people are given verbal messages as, once the busy school day gets going, it is perfectly understandable that someone might forget to tell another member of the staff the message you left. We'd rather be told three times than not at all!

To improve our communication further to parents, we will soon be using Twitter to keep you updated more regularly and ensuring that more information is on the website. There is also a Mrs Masters Facebook page which you can follow by typing www.facebook.com/MrsPMasters into the address bar. With the continued financial support of the Fundraisers we will still be using Parentmail to get messages to you and you can now download an app to improve your access to this service. More details to follow.