

Kings Norton Girls' School: Communication between home and school

Purpose

The purpose of this document is to serve as a guide to ensure effective communication between parents/carers and school staff by establishing a set of reasonable expectations and behaviours for parents/carers and staff. These guidelines will be reviewed periodically and revised as necessary.

Communication refers to both the sending and receiving of information, such as email and notes, and verbal communications such as telephone conversations and face-to-face meetings.

We encourage both parents/carers and staff to familiarise themselves with this document.

Some Key Principles

- Most parent/carer and community questions are easily and completely answered by communicating directly with the staff member closest to the situation.
- As you move further along the communication chart, the member of staff responding to the communication is less directly involved and usually needs additional time to research the situation before they can bring about a conclusion.
- You should hear back from the person you have contacted within **two working days**, but please contact them again if this does not happen before moving along to the next level of the flowchart. A member of staff may be absent and so unable to respond. If you suspect this to be the case, please call the school or email via enquiry@knags.co.uk.
- Initially try to resolve each situation at the first level as this person is most likely to be nearest to the concern raised. Only move on to the next level if the concern cannot be resolved at the first level.
- Parents/carers wanting to meet with or contact a member of staff should email enquiry@knags.co.uk, ensuring that the staff name is included in the subject heading. If email is not possible, parents/carers can either call the school or visit the main office to make an appointment. Phone messages are checked every day.
- When requesting a meeting or telephone conversation with a member of staff, parents/carers must provide information as to why a meeting/phone call has been requested. This will ensure that all queries are directed to the most appropriate person and in line with the communications chart overleaf. Providing details will also ensure that the query is understood in order to reach an appropriate resolution. All information received will be dealt with in a confidential manner.
- If a meeting hasn't been arranged in advance, it is not always possible to guarantee that a member of staff will be available to meet with parents/carers at short notice. Staff will arrange to meet or speak to parents/carers at their earliest possible convenience.
- Parents/carers who have not followed the Communication Chart will be directed to the appropriate level based on the circumstances.

Communications Chart

	Stage 1 Complaints Procedure		Stage 2 Complaints Procedure		Stage 3 Complaints Procedure
Area of concern	First level	Second level	Third level	Fourth level	Fifth level
Subject classroom issues	Teacher	Subject Leader*/ Head of Faculty	Deputy Headteacher Curriculum	Headteacher	Governor Complaints Panel
Pastoral/ / health related/ uniform etc	Tutor	Head of Year	Deputy Headteacher Students	Headteacher	Governor Complaints Panel
Teacher (considered easy to resolve)	Teacher concerned	Subject Leader * / Head of Faculty	SLT Faculty Link	Headteacher	Governor Complaints Panel
Teacher (considered challenging to resolve)	Subject Leader * / Head of Faculty	SLT faculty link	Headteacher		Governor Complaints Panel
Support staff	Support staff concerned	Business Manager	Headteacher		Governor Complaints Panel
Special Needs	Teacher or tutor	Assistant Headteacher - SENCO	Headteacher		Governor Complaints Panel
Behaviour in class	Teacher or tutor	Subject Leader * /Head of Faculty	Deputy Headteacher Students	Headteacher	Governor Complaints Panel
Non- classroom behaviour	Student support	Head of Year	Deputy Headteacher Students	Headteacher	Governor Complaints Panel
Sixth form pastoral	Tutor	Head of 6 th form	Assistant Headteacher 6 th form	Headteacher	Governor Complaints Panel

***Subject Leader / Head of Faculty**

Some subjects are **single subject faculties** so you should contact the **Head of Faculty**.
Others are **multiple subject faculties** so you should contact the **Subject Leader** before the **Head of Faculty**.

The following should help you to understand the structure:

Single Subject Faculties	Multiple Subject Faculties
Maths; English; Modern Languages; PE	• Science Faculty: Biology; Chemistry; Physics; Psychology; Computer Science. • Humanities Faculty: History; Geography; RE; Sociology, Business Studies; Politics. • Arts Faculty: Art; Photography; Drama; Media; Music; DT (Food, Resistant Materials, Graphics, Textiles)

An updated staff list is on the school website under “About us”

SCHOOL COMMUNICATION GUIDELINES AND PROCEDURES

Updating your information

It is important that the school has current phone numbers, home address and e-mail address, including emergency contact details on file in our school data system. If you move or change your phone number, it is imperative that you notify the school and update your details. Please visit or contact the main office or amend on SIMS Parent App.

Ensuring a successful exchange of information

It is the school's aim to work with parents/carers to solve problems and that any communication remains respectful at all times. Should this not be the case either party should terminate the communication. Alternative means of bringing about a resolution would then be sought.

Where a parent/carer acts in an inappropriate way to any of our staff, for example by showing aggression, anger, significant confrontation or disruption, the school may consider writing to them to warn them that their behaviour is unacceptable **and could result in a ban if it is repeated**.

Should this behaviour continue, or if there is a single act of violence or other serious behaviour then a parent/Carers may be banned from site for a period of time.

Confidentiality

- Recognise that confidentiality may limit information that can be shared from school to parents/carers, including consequences for other students' behaviours.

Time to Respond to Communications

- Staff will make every effort to respond as soon as possible to parent communications, with the understanding that the teaching day sometimes precludes immediate responses. At least an acknowledgement should be received within two working days; staff will indicate if more time is needed.
- Staff may need some time to collect needed information before responding.

School Office Hours: 7.30am-4.15pm Monday to Thursday; 7.30 – 4.00 Friday

Policies: The school has Curriculum and General Complaints Policies which can be found on our website/About us/Policies.

www.kngs.co.uk Tel: 0121 675 1305