



## Communication between Parents and Staff

There is a range of ways of communicating with staff in school both for minor day to day issues and for more detailed discussions.

- Teaching staff are generally available for a quick word at the end of the day at their pick-up points.
- In the morning, messages can be left with the staff at drop off points, with the teacher at the Drop Off zone, with the Head teacher at the playground gate or at the office.
- Should a longer discussion be needed, an appointment can be made through the school office (in person, by phone or via email/ letter) or directly with a teacher at one of the times listed above.

### Emails

- Emails from parents should be sent to the office email address **office@hcschool.uk**.
- Please make it clear in the subject heading who the email is intended for.
- The email will be forwarded to the appropriate member of staff within 2 working days (usually much quicker than this) and the office will send an email back to you saying that this has happened.
- If an email is sent over the weekend or during the evening it will not be seen until the next working day.
- Teachers obviously have teaching commitments during the school day and spend time before and after school, preparing, marking and assessing work. They will respond to an email within a further two working days even if this is to let you know that they are still investigating an issue.
- If you feel there is a delay in communication, please contact the office.

### Telephone Calls

- The office telephone is manned between 8.30am and 3.30pm. If a matter is urgent it is best to contact the school via telephone.
- Answerphone – messages can be left on the answerphone outside of the above times or during times when office staff are very busy.
- Answerphone messages are checked each working morning or as messages appear.
- Answerphone messages do not always require a response. Please make it clear if you would like one and if the matter is urgent. If it is urgent a member of staff will return your call the same day that the message is picked up. If not, the same protocol as for emails will be followed.