



# THE DE LA SALLE ACADEMY

## COMMUNICATION WITH PARENTS POLICY

Issue No	Author/Owner	Date Written	To Governors	Date Approved	Comments
1	A Freeman	Sept 2016	Sept 2016	Sept 2016	Review 2018
2	A Freeman	Sept 2018	Oct 2018		Review 2020
3					

## Introduction

The De La Salle Academy always welcomes contact with parents and carers because this fosters mutual understanding and support which has a positive effect on student performance.

Communication promotes a partnership.

The Academy wants to ensure that parents and carers always have an appropriate and helpful response to their communications. However, the professional duties of teachers can make it difficult for them to speak or meet with parents and carers during the Academy day.

## Purpose

In order to achieve the most effective balance for students, parents and carers and teachers, we will follow the following principles:

- Welcoming contact from parents and carers
- Responding as quickly and as fully as possible to parents and carers
- Involving parents and carers in our work with students
- Sharing information as often and as fully as possible with parents and carers.

## Procedure

### Roles and responsibilities of all staff

It may be helpful for parents and carers to know how they can expect their telephone calls and their letters to the Academy to be dealt with. The following guidelines show how we aim to respond to parents and carers:

- **Telephone calls:** All telephone calls from parents and carers are received through the main switchboard by the receptionist or the options menu which will result in connecting callers to the appropriate extension. Most calls are then dealt with by the Assistant Heads of Achievement
- **Urgent calls:** If the member of staff asked for is not available, the call will be put through to the most appropriate or available senior member of staff
- **Non-urgent calls:** If the member of staff asked for is not available, the receptionist will normally take details of the parents/carer's name and telephone number and purpose in calling. This information will be given to the member of staff concerned who will try to respond as soon as possible and by the end of the next Academy day whenever possible
- **Messages for students:** In emergencies or at other times when it is unavoidable, reception staff will help parents and carers by taking messages for students. Unfortunately due to the busy nature of the day and volume of calls there can be no guarantee of passing on messages though we will endeavour to see this happen
- **Telephone calls made at arranged times:** If members of staff have arranged with parents and carers for them to receive calls at particular times of the Academy day, those members of staff will try to ensure that the receptionist knows where they will be and they will try to make themselves available at those times. Should other commitments or events make this impossible, the receptionist will take down the details and the member of staff will try to call back the same day.

## **Responding to letters and e-mails from parents and carers**

- The Academy will always try to acknowledge letters and emails received from parents and carers within two working days. The Academy email is [hello@de-la-salle.co.uk](mailto:hello@de-la-salle.co.uk)
- If more time is required to provide a fuller response or to arrange a meeting, members of staff will try to include in the acknowledgement details of when these will happen.
- Members of staff will try to respond to the most pressing concerns of parents and carers as quickly as possible. It is our intention to try to respond to any letter or e-mail as soon as we can and within 7 working days.
- All letters are to go via the appropriate Line Manager if sent by a tutor or subject teacher to ensure professional standards are met, all written correspondence with parents and carers must be produced by the Academy administrative staff.

## **Website/Newsletter**

The Academy seeks to put as much up-to-date information as possible on its website. Most general information that parents and carers would seek can be readily found by logging on at [www.thedelasalleacademy.com.uk](http://www.thedelasalleacademy.com.uk)

The website will contain the newsletters which are produced online and as a hard copy which are distributed directly to the students. Parents and carers are encouraged to view the website on a regular basis. A newsletter will be given to parents and carers once a term.

## **Resources**

- Home-School Agreement
- Newsletter
- Academy Website