

## Bassingbourn Village College



### **Protocol for Responses to Parental Communication**

Bassingbourn Village College staff and its parents/carers recognise that effective home/school communication is vital in assisting in the educational progress and the welfare of all students. To this end communication will be conducted in a manner that ensures that matters are dealt with in an open and mutually respectful manner.

#### Members of staff will:-

*Respond to communication from parents/carers within 2 working days.*

The reply will depend upon the initial contact by the parent; it may take the form of,

- An email,
- A phone call by the member of staff contacted,
- A phone call from a member of the admin team,
- A letter,
- A comment in a student's planner

If the parent cannot be contacted directly by the member of staff, a message will be left on an answer phone. This will give details when and how the member of staff may be contacted directly.

If a parent /carer does not receive a reply within 2 working days (regardless of the initial form of communication), they should contact the college reception to check that the member of staff has not been absent from college.

*Meet parents/carers for a face to face meeting where requested.*

This meeting will take place at a time that is convenient to both parties.

Either party may request the presence of another adult in the room when a meeting takes place.

*Supply a parent/carer with information concerning their son/daughter's academic progress if requested.*

This information will be that which is available from individual teacher/departmental records, or is available from the college management system.

*Inform parents/carers of concerns about a student's academic progress or poor behaviour at such a time that effective remedial action can be put in place.*

Information received by parents by formal report or at parents' evenings should not come as a surprise.

*Inform parents/carers of noteworthy achievements by their sons/daughters*

#### Parents should:-

*Contact individual members of staff by*

- *Phone via the college reception*

- *Email using the college email system*
- *By letter*
- *By arranging an appointment after a personal visit to college reception*
- *Via a student's planner*

Parents should not expect to talk to a member of staff directly either by phone or in person without an appointment, or having contacted the college reception.

If a parent/carer has an urgent concern then they should contact the college reception. A member of the admin staff will then alert an appropriate member of the teaching staff or pastoral support team.

#### The college managers will

*Undertake to ensure that the college staff respond to parental communication within the deadlines mentioned above.*

Parents who believe that the protocol has been breached should contact the college Senior Leadership Team via the Principal's PA.

#### **College Line Management Structure**

The information below will help parents decide upon the most appropriate member of staff to contact in the first instance. Staffing information is available on the college website.

All members of staff have a college email address based upon the initial letter of their forename plus their surname, thus Richard Smith has an address of

[rsmith@bassingbournvillagecollege.com](mailto:rsmith@bassingbournvillagecollege.com)

#### Subject based communications

For information on a student's progress contact the subject teacher.

For more general information about the teaching in a department contact the Head of Department.

For serious issues contact the member of the Senior Leadership team with responsibility for the department via the Principal's PA.

#### Pastoral communications

For information regarding the welfare of a student or an overall assessment of student progress contact the student's form tutor.

For more general information contact the College Achievement Leader.

For serious issues contact the member of the Senior Leadership team with responsibility for student welfare via the Principal's PA.