

## Communicating with parents/carers policy

### 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 Lynch Hill 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 School receptionist
- **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 required member of staff is not available, the receptionist will normally take details of the parent's/carer's name and telephone number and purpose in calling. This information will be given to the member of staff concerned who will respond as soon as possible and by the end of the next school day.
- **Messages for students:** In emergencies or at other times when it is unavoidable, reception staff 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 happens
- **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 school day, those members of staff will ensure they 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 call back the same day.

Responding to letters and e-mails from parents and carers

- The Academy aims to acknowledge letters and emails received from parents and carers within two working days. The Academy email is [lenterpriseacademy.org.uk](mailto:lenterpriseacademy.org.uk)
- If more time is required to provide a fuller response or to arrange a meeting, members of staff will include in the acknowledgement details of when these will happen.
- Members of staff will respond to the most pressing concerns of parents and carers as quickly as possible. It is our intention to respond to any letter or e-mail as soon as we can and within 7 working days.

- All letters from a tutor or subject teacher are reviewed by the appropriate Head of Year to ensure professional standards are met.

**Planners**

Lynch Hill Enterprise Academy has a system of communicating home via planners. Consequently, we hope a two way process exists and that parents and carers communicate with group tutors using the planners.

**Website/Newsletter**

Lynch Hill 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 [lhenterpriseacademy.org.uk](http://lhenterpriseacademy.org.uk)

Newsletters can be viewed on-line as well as the hard copy which is distributed directly to the students. Parents and carers are encouraged to view the website on a regular basis.

**Communications:**

- Home School Agreement
- Newsletter
- Student Planner
- Academy Website

Review date : June 2017