



KATHERINE WARINGTON SCHOOL

PROTOCOLS FOR CONTACT BETWEEN PARENTS AND STAFF

Reviewed and adopted by Trust Board on 18th May 2021

Date of next review: May 2023

Protocols for contact between parents and staff at Katherine Warrington School

Katherine Warrington works closely with its parent/carer body and values the support it gets from them.

We seek to make an initial response to any concerns within two working days during term time. However, on occasion we may need to investigate any concern and respond more fully later if appropriate/necessary.

Staff are not expected to respond to requests in the evenings, at weekends or during school holidays unless it is an emergency such as a child protection issue or a bereavement. Please remember that some staff work part-time and may not be able to respond within 48 hours. Our advice on these occasions is to copy in the Headteacher.

During August, enquiries about exams will be taken at various times as published on our website.

If your communication is regarding an issue with a class or subject, please email the subject teacher and copy in the Head of Subject if you wish.

If your communication is regarding a personal or social issue, please contact your child's form tutor and copy in their Head of Year or the Head of Pastoral for your child's Key Stage.

If your communication is regarding a child protection issue, please contact the Designated Teachers for Safeguarding:

- Grace Aikman (Lead DSP)
- Amy Francis (Deputy DSP)
- Tony Smith (Deputy DSP)
- Dean Inns (Deputy DSP)
- Michelle Philips (Deputy DSP)

In all correspondence between staff and parents we expect both parties to be courteous and respectful at all times. Our staff are professionals and deserve to be treated with respect and dignity, even if there is disagreement over the best way forward. Please be aware that we advise colleagues that good practice would be to copy in their line manager in any response they make via email or letter.