

# St Benedict's Communications Policy

## 1. Introduction

The purpose of this policy is to provide parents and guardians with information regarding which member of school staff to contact in regards school life or how their child is experiencing school as well as to outline the expectations parents and guardians should have of school staff in terms of a response to e-mails or other communication. These expectations are designed to provide clarity for how and when it is appropriate to send e-mails to others, the format of those e-mails and the timeframe within which school staff are expected to answer communications in order to provide professional information in an appropriate manner.

## 2. Which member of staff to contact

Parents and guardians should initially contact their child's Form Tutor for general queries about school life or if the query is specific to a particular subject, their child's subject teacher. The contact information is available to parents on both the school website and on the Arbor parent portal. Should a concern be urgent, the school office should be contacted, and they will pass the concern on to the most appropriate member of staff. Requests to meet with Heads of Department, Senior Progress Leaders and other senior members of staff should usually be made after the initial query or concern has been raised with either the form tutor or the subject teacher, and time has been given for the concern to be addressed.

If a child is ill and will be absent from school, parents and guardians should continue to contact the school absent line.

## 3. Communication from school staff

Parents and guardians should receive a reply from the school within 3 working days. The 3 working days begins from 8.45am on the morning after the initial communication has been received as there is no expectation from the school that staff check their e-mails when at home, away from school or while they are teaching.



**St Benedict's Communications Policy**  
Owned by: Sam Tatum (Deputy Head Teacher)

Reviewed: October 2024  
Date for Review: October 2027