



School's Communication with school staff policy

Reviewed: October 2021
Review Date: October 2024

The aim of this policy is to give clarity about how best teachers, support staff and parents & carers can communicate with each other beyond the usual parent consultation meetings and SEND review meetings. It has been written to ensure that communication between all stakeholders is effective in ensuring that the needs of all children are met and that concerns raised by parents and carers are dealt with efficiently and consistently in a satisfactory manner.

If there is an urgent health and safety or safeguarding concern, parents and carers may call the school office and ask to speak to Mrs Sexton or Mrs Doyle (the designated safeguarding leaders) or directly email the head teacher or deputy head teacher: headteacher@dobcroft-jun.sheffield.sch.uk
deputyhead@dobcroft-jun.sheffield.sch.uk

If the concern/enquiry is not urgent but a parent or carer wishes to speak to their child's class teacher, pastoral support worker or SENDCO (special educational needs co-ordinator) they need to telephone or email the school office 0114 2368075 / teachers@dobcroft-jun.sheffield.sch.uk

A member of the office staff will then make an appointment with the appropriate staff member to arrange a meeting or return call. We will endeavour to respond to all enquiries within 5 working days.

Staff may text or email the parents and carers via the 'Teacher2Parent' system if this is preferable to both parties, but individual staff emails will not be shared. In exceptional circumstances as agreed by the head teacher, staff may share their school email address with parents and carers and communicate in this manner, but only with prior agreement between the head teacher and member of staff.

If parents and carers wish to contact the head teacher then they can telephone (0114 2368075) or email headteacher@dobcroft-jun.sheffield.sch.uk

The above is to ensure that all parents and carers have equal access to their child's teachers and other key member of staff in school and above all to ensure that teacher's time is focussed upon teaching and learning.