



**'I can do all things through
Christ who gives me strength'**

Guidance for Parent and School Communication

At St Martin's we work hard to build good working relationships with our families.

Below is an overview of how we communicate with our families and how parents can communicate with us, giving clarity around how best to reach the most appropriate staff member that can help with an queries or concerns.

The guidelines are there to manage expectations around staff contact and the time scales that we work within.

Communication method	Purpose/overview	Guidelines
Our school website	Our school website is the main information point for parents/carers and the wider community. All information about our school will be posted to this site: Home St Martin's C E Primary School There is a 'Contact Us' section on the website, which has the facility to message the school office.	All information about our school will be shared via the website. If you spot something missing then get in touch. The website will be updated as frequently as possible but, occasionally, if there are inaccuracies then please let us know
Class Dojo	Class Dojo is an information sharing platform, it is where we post all of our letters to parents, newsletters and general information. There is a whole school feed and class specific pages. Staff can be contacted using the chat function for general queries only and we may contact you using this method for general reminders only.	Class Dojo is not always monitored out of school hours, so teachers may not reply to you after 5pm or before 8am or at weekends. Teachers will aim to reply to a message within 2 working days. If the message is regarding a more serious or urgent query e.g. a behaviour incident or an upset child, please call or email the school office for a conversation with the most appropriate member of staff.
Email	If a parent/carer wishes to email a member of staff at the school, contact can be made by emailing office@st-martins.sandwell.sch.uk with FAO (name of the member of	Emails sent to the office are only monitored between 8:30am and 4:30pm, emails sent out of these hours will not be seen until the next working day.

	staff) being written in the subject box. Please do not email a staff member directly. To ensure professionalism in our communication, when addressing staff in emails, please use the correct salutation – Mr, Mrs, Miss, please do not use staff first names.	Staff emails are not monitored constantly, or when staff are on courses or are poorly. Therefore, any urgent messages should be passed on by contacting the school directly on 0121 557 1543 Please remember that teachers cannot reply immediately if teaching. Your query (if not urgent) will be responded to via office email or phone within 3-5 working days
Phone	Please phone the office on 0121 557 1543 if there are any urgent messages to be passed on to staff or if you would like to leave a message for a member of staff to call you back.	Phone calls will be returned when possible and based upon the urgency of the matter. We aim to return a non-urgent phone call within working 3 days. The return phone call may be delegated in school to another member of staff depending on matter raised. School will use their own discretion to determine this.
Face to face	Class teachers are happy to chat to you after school at collection time, this is when they may pass information to you regarding your child. If you need to discuss something more serious, please contact the office to arrange a time to have a conversation with the class teacher, this ensures time and privacy. SLT are also available during morning drop off, please feel free to chat to them. If there is an issue that requires more time, or a conversation with a more appropriate staff member, an appointment will be arranged for a phone call or a face-to-face meeting.	SLT and class teachers often have meetings or clubs to lead after school, so if you need to talk at length, please call or email the office to arrange a mutually agreed time for this. SLT may have worship to lead, another meeting or a course to attend to first thing the morning, if you need to talk at length, please contact the office to arrange a suitable time for a conversation. We expect that all face to conversations with staff are conducted with respect and courtesy.
SEN queries	Miss Hunt is our SENCo and can be contact via the office email office@st-martins.sandwell.sch.uk.	Miss Hunt is class-based Monday to Wednesday, so will generally respond to emails and calls on Thursday and Friday.

	Please use FAO Miss Hunt in the subject line or call the office and leave a message for a call back.	If the matter is not urgent, this will be within 5 working days.
Attendance and Leave of Absence	Please leave us a message if your child is not going to be in school, giving us their name, class and the reason why they are not in school. Mrs Breckell is our attendance officer, please call her on 0121 557 1546 or email office@st-martins.sandwell.sch.uk if you have any queries regarding attendance or you require a meeting about a Leave of Absence request form. Mrs Lees is the senior member of staff responsible for attendance, please contact her via the school office email or phone, if you have any further queries regarding attendance.	We have a safeguarding duty to account for every child, every day. If we do not know why your child is absent we will call you and other contacts listed on your child's records. If we cannot contact you, we will complete a home visit. If we cannot account for a child's whereabouts within the school day, the police may be called to complete a safe and well check. Mrs Lees teaches Monday and Tuesday, so is not available until Wednesday each week. If your query is not urgent, she will contact you within 5 working days.

Please note that in school, we have a graduated response to deal with concerns. School are more than happy to listen to concerns and welcome feedback.

We do ask that issues/concerns are dealt with by the class teacher in the first instance, if they remain unresolved the issue will then be dealt with by the phase leader.

Phase leaders are:

EYFS and year 1 – Miss Hunt

Years 2,3 and 4 – Miss Blaney and Mrs Cooksey

Years 5 and 6 – Mrs Moore

Mrs Rought and Mrs Lees deal with concerns if the matter remains unresolved over time, or it is a safeguarding concern. If SLT are involved immediately with an issue, then there would be no means to escalate the problem to be dealt at a more senior level if it remains unresolved.