



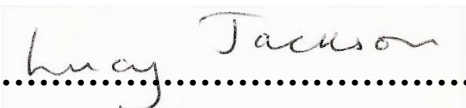
CAISTOR GRAMMAR SCHOOL

HOME - SCHOOL

COMMUNICATIONS POLICY

Approved by Full Governing Body on 6 March 2017.....

Reviewed.....18 May 2020.....

Signed..........

Chair of Governors

CAISTOR GRAMMAR SCHOOL
HOME-SCHOOL COMMUNICATION POLICY

WHOM SHOULD I CONTACT?

- In most cases we expect you to contact your son's/daughter's Form Tutor using the Diary Planner.
- You may wish to contact your son's/daughter's Form Tutor or a Subject Teacher by letter, e-mail (enquiries@caistorgrammar.com) or telephone (01472 851250). Before replying, they will discuss the matter with their Head of Section (Lower School – Miss Rebecca Turner; Middle School – Mrs Athanasia Ellerby; Upper School – Mr Richard Davey; Year 12 – Mr Andy Hay and Year 13 - Mr Terry McTernan). If you have a serious or urgent concern, you may wish to contact the relevant Head of Section or Mr Hopkins directly.
- The Home-School Communication Policy applies during term-time only.
- Safeguarding matters can be directed to Mrs Allison Clark, The Designated safeguarding Lead, or Mr Hopkins, The Deputy Designated Safeguarding Lead.

WHEN YOU WRITE IN THE DIARY PLANNER

- Please tell your son/daughter so that they can draw their Form Tutor's attention to the note.
- We will acknowledge your note and reply either through the Diary Planner, telephone or e-mail as soon as possible and our aim is to reply within two working days.

WHEN YOU WRITE TO US

- We will make every effort to acknowledge your letter or e-mail within two working days of receiving it.
- We will send a full reply within seven working days of your enquiry.
- If we cannot give you a full reply within seven working days, we will contact you, explain why, and tell you when you can expect a full reply.

WHEN YOU ASK FOR INFORMATION

- We will deal with straightforward requests as soon as possible and our aim would be within two working days.
- We will send more complex information within seven working days if they fall outside the boundaries of the GDPR (e.g. Subject Access Requests).
- Subject Access Requests, as defined by the General Data Protection Regulation 2018, will be dealt with using the statutory procedure, as defined in the GDPR Data Protection Policy (CH)

WHEN YOU PHONE US

- When you contact us, you will be given a number of options. If we are unavailable, you will be asked to leave a message and we will endeavour to get back to you as soon as possible. When the office is closed, the answerphone will be switched on and you will be able to leave a message.
- If we cannot deal with your enquiry immediately, we will give you the name of the person the enquiry will be passed to, and they will reply as soon as possible.

We will ask you to tell us a good time to ring you back.
We will reply to all phone messages within two working days.
We will treat all callers with respect and dignity; we expect the same in return from callers.

WHEN CAN YOU PHONE US?

- You can phone us between 8.30am and 4.15pm Monday to Friday. Outside these hours you will be able to leave a message on an answerphone.

IF YOU HAVE A CONCERN

- Please tell us. We will acknowledge your concern and investigate it.
We will contact you to tell you the result of our enquiries and we will try to put things right and apologise when we are at fault.
If you are not satisfied with this, we will investigate what went wrong and reply within 10 working days (by phone or email if you prefer).
If you are not satisfied with our investigation then you can raise a formal complaint. A copy of our complaints policy will be provided and can be viewed on the school website.

Approved at the Full Governors' meeting held on 6 March 2017.

Reviewed April 2018

Reviewed January 2020