

Edward Peake C of E (VC) Middle School

Federation Headteacher: Miss Z J Linington

Potton Road • Biggleswade • Bedfordshire • SG18 0EJ

Tel: 01767 314 562 • Fax: 01767 314 006

E-mail: info@edwardpeake.beds.sch.uk

Web: <http://www.edwardpeake.beds.sch.uk>



Communication Policy

At Edward Peake, relationships are very important to us. We are committed to building successful working partnerships with parents/carers and maintaining clear communication between home and school is a vital part of this. Below are ways in which you can get in touch with us so that you know who to approach to ensure that your query is dealt with effectively.

From time to time parents may naturally have concerns about an aspect of their child's education. Often those concerns will resolve themselves, but on occasion parents may feel that the issue will need the school's help to be resolved. As partners in a child's education, the school wishes to work with parents in the resolution of problems and the Complaints Policy is designed to show what steps may be taken. Please ensure that the steps are followed as outlined in the policy. The Complaints Policy may be found on the school website www.edwardpeake.beds.sch.uk/school-policies/

We also welcome positive feedback!

Your query	Please contact
Anything to do with your individual child ; for example their progress, behaviour or something that has happened at school	Your child's form tutor is always the first point of contact, via the school office By email: info@edwardpeake.beds.sch.uk Telephone 01767 314562 Or drop in to leave a message
Any queries with administration , for example pupil records, school meals, school trip payments	The school office - Mrs Ingrey or Mrs Sharp and they will redirect your query By email: info@edwardpeake.beds.sch.uk Telephone 01767 314562 Or drop in to leave a message
Messages about medical appointments, childcare arrangements, who is collecting your child etc	A short note to the school office - Mrs Ingrey or Mrs Sharp and they will ensure relevant staff are aware info@edwardpeake.beds.sch.uk Telephone 01767 314562 Or drop in to leave a message
Any concerns regarding child welfare or family circumstances which we need to be aware of or to discuss serious issues or concerns	Form tutor/head of year Assistant Headteacher (KS2): Mrs Weedon, Assistant Headteacher (KS3): Mrs Rodgers, Deputy Headteacher: Miss Butchard Deputy Designated Safeguarding Lead: Mrs Jeffs

	Deputy Designated Safeguarding Lead: Mrs Rowley Headteacher/Designated Safeguarding Lead: Miss Linington Make an appointment via the school office or write a short note By email: info@edwardpeake.beds.sch.uk Telephone 01767 314562
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Email Communication

Please direct all initial emails to info@edwardpeake.beds.sch.uk This means that your email can be directed to the right person and can be dealt with effectively. It also means that in the event of staff absence, another member of staff may be able to respond to you in a timely manner.

Please understand that a teacher who is teaching all day may not have the opportunity to check and/or respond to an email until after 3.45pm. Whilst we endeavour to respond within 24 hours, please allow up to 72 hours for an initial response. Emails sent after 4.30pm on a Friday may not receive a response until after school on Monday.

Telephone

If you would like to speak to a member of staff, please telephone the school office on **01767 314562**. Teachers are rarely able to take the call immediately as they are likely to be in the classroom but will endeavour to respond within 24 hours or at their earliest opportunity. It will help the teacher to respond to your query efficiently and effectively if you leave a more detailed message.

Face-to-face

If you wish to speak to a member of staff directly, please telephone the school office to make an appointment. Please understand that if you arrive without an appointment, there may not be anyone available to speak to you.

Values

As a Values School, it is very important that the values of respect, kindness and tolerance are consistently demonstrated throughout all interactions. Verbal abuse towards staff will not be tolerated and parents/carers behaving in a less than respectful manner may be asked to leave the school site or a telephone conversation may be terminated. Once emotions have cooled, a further meeting may be agreed or the school reserves the right to limit conversations to telephone and/or written communication.

Signed _____
 Chair of Governors

Date approved: January 2019

Review date: January 2022