



Parental Communications Policy

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1. INTRODUCTION

It is very important to us that we work closely in partnership with parents and carers, and communication between home and school is key. We recognise however that it can often be difficult communicating with teachers because they have a very full timetable; and we recognise that parents and carers also have very busy lives.

2. CONTACTING THE SCHOOL

Communication by email is the preferred method.

Teachers want to respond to parental queries at the earliest opportunity and will do their best to do so. However, the majority of teachers' time is taken up teaching and preparing for lessons. Teachers' responsibilities extend beyond the classroom, and they may be unable to respond to you on the day a query is made. We have also agreed with staff that there is no expectation to respond to queries during their personal time.

3. PHONING SCHOOL STAFF

Please use the main reception number to leave a message for a teacher to contact you.

Reception staff will relay messages to teachers as soon as possible.

If a call is urgent, please inform the receptionist who will attempt to find a senior member of staff to speak to you.

We will try to respond to you within three working days, if not the same day. Please note lessons will never be interrupted for teachers to take calls.

4. EMAILING SCHOOL STAFF

Teachers are not in a position to check emails consistently throughout the day and the school does not expect work emails to be checked during a teacher's personal time.

We aim to respond to you as soon as possible and within three working days. Part-time staff may take longer to reply. Where a request is more complex, we will acknowledge your response within three working days and give a time frame for providing a full response.

5. SCHEDULING MEETINGS WITH SCHOOL STAFF

The day-to-day care, welfare and safety of your child is managed by the person who is placed closest to them.

In the first instance, please approach the following members of staff who are responsible for your child in the following order:

1. Form Tutor or Classroom Teacher (if your query is relevant to a specific subject)
2. Year Leader or Subject Leader (if your query is relevant to a specific subject)
3. Assistant Headteacher
4. Deputy Headteacher
5. Headteacher

Meetings should always be pre-arranged with members of staff.

If you urgently need to see someone, for instance if there is a serious family emergency or a child protection issue, please phone ahead and the reception staff will do their best to find a senior member of staff to see you.

For non-urgent meetings we will aim to meet with you within five working days. The school will determine the level of urgency at its discretion, to enable it to manage multiple demands.

6. RECEIVING CONTACT FROM THE SCHOOL

Our preferred method of contacting you is via parentmail for group communications or phone/email for matters specific to you.

7. FINDING THE SCHOOL'S SOCIAL MEDIA

We use our social media channels to promote student achievements, subject information and generic educational information. You can find these by searching QEGSPenrith

8. FOLLOWING UP COMMUNICATIONS TO THE SCHOOL

If you have not received a response from the school within three working days, please contact the school by emailing reception@qegs.cumbria.sch.uk and we will chase up your enquiry.

Communication with parents and carers is important to us, and we will continue to monitor this policy and our approach to improve the process further.

9. WORKING TOGETHER

We all want to work collaboratively to support you and your child/children. In order to do this, we kindly ask that communication is polite and civil. Where this is not the case or where multiple emails on the same issue are received, staff are encouraged to pass information onto their line manager for support. The person responding to your query may be different to the person you raised your question/request with.