

## **Protocols for contact between parents and staff at Samuel Ryder Academy**

Samuel Ryder works closely with its parent and carer body and values the support it gets from parents and carers. We will always seek to make at least an initial response to any concerns within two working days during term time. We may need to investigate any concern and respond more fully later if appropriate or necessary. Staff are not expected to respond to requests in the evenings, at weekends or during school holidays unless it is an emergency such as a child protection issue or a bereavement. Please remember that some staff work part-time and may not be able to respond within 48 hours. Our advice on these occasions is to copy in the Headteacher. During August, enquiries about exams will be taken at various times as published on our website.

### **Primary phase**

If you have any questions or queries, these should normally be addressed to the class teacher in the first instance. For more serious or complex issues please refer to Mrs Hayes as the Key Stage Co-ordinator for Early Years Foundation Stage and Key Stage 1 or Ms Reed as the Key Stage 2 Co-ordinator.

### **Secondary phase**

If it is an issue with a class or subject, please email the subject teacher and copy in the head of subject if you wish.

If it is a personal or social issue, please contact your child's form tutor and copy in the head of year if you wish.

### **Primary and secondary phase**

If it is a child protection issue, please contact the Designated Senior Leader for Safeguarding, Ms Shirazi at:

[I.shirazi@samuelryderacademy.co.uk](mailto:I.shirazi@samuelryderacademy.co.uk)

In all communication between staff and parents, verbal and written, we ask both parties to be courteous at all times. Our staff are professionals and deserve to be treated with respect and dignity, even if there is disagreement over the best way forward.

NB: We advise colleagues that good practice would be to copy in their line manager in any response they make via email or letter.

Review date: March 2020