

Communication
Policy – Treetops
Specialist School &
College
May 2016



TREETOPS SCHOOL
QUALITY - EQUALITY - OPPORTUNITY

- **Communication with, and response time for parents**

The procedure for parents to contact the school is through the main school reception, who will take a message and email the relevant member of staff. The member of staff concerned will endeavour to reply the same day, however in the unlikely event that this is not possible, we will reply within 24 hrs.

- **Email/Briefing minutes**

It is the responsibility of every member of staff to read the minutes from staff briefing, these are emailed to all staff and located in the staff room.

Members of staff with line management responsibility must open outlook and review staff emails a minimum of twice throughout the working day, they will also have the responsibility for ensuring that staff within their team are aware of whole school information. All staff should access their emails at least once per day to keep up to date with current information and issues. For staff who have a smart phone your emails can be set up on these, please see Roshan.

Staff will not communicate with parents through their school or private email address, if parents need to send information via email this will be directed to the admin email address. Office staff will never divulge individual staff email addresses to parents but give the admin one for contact purposes.

Where there is a need to contact parents and carers, this will be directed through the school telephone system. Staff will not use their personal mobile phones to call or text concerning students, except in exceptional circumstances agreed by the Leadership team or in the case of a medical emergency whilst off site and then staff should add 141 in front of the number they are dialling in order that their number is withheld.

- **Mobile Phones**

Staff will not use their own mobile phones for school trips, they will sign out the school mobile and take responsibility for contacting Sandra Slade to have the trip and number published on the Treetops website, Sandra will need notice for this to ensure that the phone is charged and ready. (This may not be possible if there is more than one trip).

- **SIMS Communication Log**

Where possible, all communication with parents/carers/outside agencies should be recorded within the communication log located in SIMS, especially where there is no answer and you have been unable to leave a message. Office staff will then be able to see who has been trying to contact them if they return the call and direct it accordingly.

- **Use of the Website and Treetops App**
 All information to be added to the Treetops School website should be sent via email to Sandra Slade.
 All information to be added to the Treetops App should be emailed to Ryan Jones.
- **Social Media**
 It is not permitted for any member of staff to discuss/share photographs of the school day on social media, or bring themselves or the school into disrepute by sharing something that would be deemed unprofessional or inappropriate.
- **Photograph permissions**
 It is the classroom teachers' responsibility to collate and maintain an accurate list of children within their care that have photograph permissions.
 This list should be communicated to the main office.
- **Class medical information and physical folder for all staff**
 Class medical information must be put on display and available for all staff to view in a discreet area of the classroom.
 A whole school medical folder is available for all staff to view, there are two copies, with June Brooks and Ryan Jones.
 It is the responsibility of all staff that have responsibility for a paid duty, to have viewed the whole school medical folder.
- **Letters**
 All letters communicated from Treetops school must first be formatted by Sandra Slade, please give at least 48 hours' notice.
- **Home/School books (planners)**
 Where issued, Home/School books must be checked each day by class teachers or whoever is covering for them.
- **Communication throughout the school day**
 Visitors without an appointment will be asked to leave a message. The member of staff concerned will endeavour to reply the same day, however in the unlikely event that this is not possible, they will reply within 24 hrs. The message will then be emailed to the member of staff and, where possible, logged in the SIMS Communication log.
 School visitors will not enter main school without permission and must always report to Reception first.
 Teachers will remain in classrooms with their students wherever possible.
 Visitors entering an area where a lesson is taking place will knock on the door and wait to be invited in. The visitor will then follow the guidance of the member of staff teaching before engaging with the students avoiding disruption of lessons.