



Oak Hill Academy West London
an Aspirations Academy

Communication and Email Protocol

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Date of next review:	July 2025	Owner:	Oak Hill Academy
Type of policy:	Communication	Approval level:	OHAWL



At Oak Hill Academy, we value and encourage good communications between our school and our parents/carers. We know that open and effective communications between home and school helps children to learn, thrive and achieve their full potential. We therefore, endeavor to deal with any queries or concerns as quickly and effectively as possible.

This protocol is intended to:

- Promote good communications between home and school
- Clarify the expectations around communications between home and school
- Ensure that parents/carers know the right people to contact with a query or issue and the best method of communication to use to do this
- Ensure that our teaching staff are able to prioritise teaching as their primary purpose

There are occasions where staff roles determine that immediate correspondence or contact is not possible. Our teaching staff have teaching and other commitments throughout the school day, including break times and at the end of the school day, for example team meetings, insets, parent consultation evenings, SLMT meetings etc. In addition to these commitments, during lesson time, staff focus on the children and are directed to not access their emails. Our teaching staff therefore, have limited time and access to read and respond to emails, and are also unlikely to be available for meetings that have not been pre-arranged.

Our school website holds information on term dates, our school calendar, policies and much more so please refer to this platform in the first instance when seeking information. We also post all information, events etc. on our social media sites which include Instagram and Facebook. If you are unsure about where to find information or cannot locate what you are looking for please contact the school office via email office@oakhill-aspirations.org

How to contact a member of Oak Hill staff:

Telephone – 0208 890 4560

Email – office@oakhill-aspirations.org

SENDSCO – senco@oakhill-aspirations.org

Face to Face Meetings

Class Teachers are available on the playground at the start and end of each school day and are able to answer quick questions or queries. All class teachers must leave the playground promptly at the start of the school day so that they are ready to teach. At the end of the day they must leave the playground by 3.30pm for after school meetings. If your question or query requires a lengthy discussion you must arrange a face to face meeting (as per below) or email office@oakhill-aspirations.org

If you would like to meet with a member of staff, please do not arrive at the school expecting them to be available. You can request a face to face meeting with a member of staff via email or by telephone. Please let us know what you would like to discuss when you make this request so that the member of staff can have any necessary or helpful information to hand at the meeting. Staff may ask for another colleague to join or hold the meeting in order to be able to give the best advice or support possible.

Telephone

PLEASE ONLY CONTACT THE SCHOOL BY TELEPHONE WHERE A MATTER IS URGENT

Our office staff will assist in passing your message to the person in the school best placed to help you. If the member of staff you need to speak with is unavailable, arrangements will be made for them or someone who can deputise to contact you at the earliest opportunity.

Urgent matters are those that relate to the safeguarding of your child and might include getting a message to your child about a change in arrangements for picking them up from school, to advise a new or changed medical need or to raise a concern about your child's wellbeing.

Email

Emails must **only** be sent to office@oakhill-aspirations.org and **not** to individual staff members.

Please only send non-urgent messages by email

If an urgent response is required a telephone call to the school office (0208 890 4560) will enable us to deal with your query or question promptly.

Emails should be formal and polite. Please be conscious that the tone or intent of emails can easily be misunderstood. Issues that require a level of detailed discussion should be dealt with via a telephone call or in person.

When an email is received from a parent that requires some time to gather information and reply in detail, the staff member will acknowledge that the email has been received and indicate when an informed response will be sent. Where it becomes clear that an issue raised by email requires ongoing dialogue, a telephone call or face to face meeting will be arranged.

Please note – staff are not expected to respond to emails received out of working hours, at weekends or during school holidays.

Staff will not respond to offensive, abusive or contentious emails, these will be forwarded to a member of the Senior Leadership Team who will take appropriate action.