



CAERLEON COMPREHENSIVE SCHOOL



OUR COMMUNICATIONS CODE



When communicating with pupils, parents, carers, staff and all stakeholders, in writing, by phone or in person we will always:

- Be polite, respectful and do our very best to resolve your query.
- Try to respond to you in a timely manner. Please remember that our staff have very busy days and most of us are teachers with full days of lessons. We will always try to get back to you within 48 hours but please understand this is not always possible. Staff will contact you as soon as they are able.
- Pass your query on to someone who can help if we are unable to assist you.
- Use our website and social media to communicate good news stories and key information with you.
- Send letters and messages via our school comms system, to ensure you are well informed.



IN RETURN WE ASK THAT YOU ALWAYS:

- Treat our staff with politeness and respect; please do not contact us to vent anger or frustration. We understand that something may have caused you or your child distress but please try to communicate with us in a calm and respectful manner to allow us to try to help you quickly and efficiently.
- Accept that staff may not be able to respond to you immediately and please remember that we do not expect our staff to work at weekends.
- Allow us to explain our reasoning for decisions, which are always made in a considered and timely fashion.
- Avoid using social media to complain about the school or any issues you may have; we may not see issues expressed in this way and we cannot deal with issues effectively if they are not brought to our attention using the appropriate channels.



CAERLEON COMPREHENSIVE SCHOOL



OUR COMMUNICATIONS CODE



WHO SHOULD YOU COMMUNICATE WITH?

- We are happy for you to email your child's teacher or form tutor directly with any questions or queries you may have. Please can we ask that you try to avoid doing this on the weekend where possible.
- Please do not attend the school unless you have made a prior appointment. You can make an appointment by contacting the member of staff you wish to speak with or by using the enquiries email address.
- If you are unsure of who you need to speak to, please email **enquiries@caerleoncomprehensive.net** and this will be forwarded to the relevant member of staff. In the event that you feel you need further assistance with your query after the teacher/form tutor has responded, this is the order in which we would ask you to contact staff:
- **1)** Your child's Head of Year or the Head of Department related to your query.
- **2)** One of the Associate or Assistant Headteachers.
- **3)** Mr G Jones (Deputy Headteacher).
- **4)** Mrs L Purcell (Headteacher).

Thank you for your understanding and for communicating with us in a way that supports our partnership, working together to maximise the potential of all of our students.

Please Note: The complaints policy and procedure can be found on our website should you ever need it.