



BRADFIELD SCHOOL

POLICY AND PRACTICE

Communication Policy

Reviewed by SLT: May 2012

Reviewed by Governors: May 2012

BRADFIELD SCHOOL COMMUNICATIONS POLICY

Introduction

At Bradfield School we strive to be an open, professional organisation in which all members of the community feel valued and able to play a full part in its development. We recognise that education is a partnership between home and school and your engagement with your child's learning is extremely important. We will keep you informed about events and your child's progress through information evenings, student reports, half termly newsletters and academic tutorial meetings.

Our commitment

All staff are asked to set aside time each day to check e-mail, voice mail and any written communication.

We will strive to acknowledge all external communications by the end of the next working day after receipt. From this point we will then endeavour to provide an answer within five working days. If a resolution cannot be found in that time we will respond to ensure that you are aware of the circumstances and when a full response will be communicated to you.

External communication

The school planner

This is the ideal avenue of communication, and can be used for notes for teachers (e.g. questions about student's work). Your child should bring this to the attention of the tutor or teacher concerned. Teachers may also use the planner to contact you, so you should check and sign the planner once a week to confirm you have seen it.

Email

Email communication can be direct through enquiries@bradfield.sheffield.sch.uk if you know the name of the staff member you wish to contact please clearly state this in the subject.

Telephone messages

Absence line: If your child is absent from school please leave a message on our absence line by dialling the school switchboard on 0114 286 3861 and following the prompts. The school switchboard is open from 8am to 4.30pm daily. Teachers are unable to accept calls whilst teaching so you will be required to leave a message stating your preferred contact number.

Student / Parent notices

Communication from school will take one of the following forms:

- School newsletter
- Parent mail
- Website update
- Personal email (If requested)
- Pupil post

On occasion we will use the postal service but due to the costs this will be kept to a minimum.