



Outstanding Catholic education for all pupils. As a family of schools, we will enable our young people to develop spiritually, morally, intellectually and personally, putting their faith into action, through serving Christ in others, in the church and in the world

1.0

Staff briefings Calendar Governor Hub	Letters Management Information System /Parent App (Arbor) Formal reporting (to parents/others)
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It is important to note that school staff want to respond to parental queries at the earliest opportunity and will do their best to do so, however, the majority of staff time is taken up working directly with children, teaching and preparing for lessons. Staff responsibilities also extend beyond the classroom, and they may be unable to respond on the day a query is made. It has also been agreed with staff that there is no expectation to respond to queries during their personal time.

Communication by telephone, email or student planner (secondary school) are the preferred initial methods for a parent to contact the school.

The main visitor reception number is available to leave a message for a staff member to contact you:

Visitor reception staff will relay messages to staff as soon as possible

If a call is urgent, such as a family emergency, child protection or safeguarding matter, parents are asked to inform the visitor receptionist who will find a designated safeguarding leader/officer (DSL/DSO) or senior member of staff to speak to them. Staff will try to respond within three working days if it is not possible to contact on the same day. Part-time staff may take longer to reply due to their contracted hours. Parents are asked to take note that lessons or student-centred activities will never be interrupted for staff to take telephone calls.

The preferred email address for parents to use is the main school administrative email address [admin@stmarysmenston.org](mailto:admin@stmarysmenston.org). This can also be found on the school website. If a parent does attempt to email a staff member, following the procedure stated below under 'Arranging a Meeting in a BWCAT Secondary/Primary School', via their direct email address they should be mindful of the following:

Staff members are not in a position to check emails consistently throughout the day because they are working directly with children at this time and the school does not expect work emails to be checked during a staff member's personal time. Staff aim to respond as soon as possible and within three working days. Part-time staff may take longer to reply due to their contracted hours.

Parents are reminded of the following when sending emails:

Be mindful of the tone of your email – do not convey negative thoughts, feelings and/or negative feedback  
Avoid the use of capital letters, bold or coloured fonts, underlining and enlarged fonts  
Avoid sending an email when emotionally charged or upset  
Be mindful of the timing of the email, especially if it contains bad news or issues e.g. try to avoid the end of the working day or the end of the week  
Do not expect a reply if an email is sent out of working hours

Direct the email to one person so that it is clear who should respond and avoid sending emails to multiple people

In a secondary school, notes in a student planner are the best way to get a message to a

The school's preferred method of contacting parents is via email ([admin@stmarysmenston.org](mailto:admin@stmarysmenston.org)).

*with the school. We wish to maintain a positive working environment at the school which is built on mutual respect.*

#### Step 2: Internally Report the Incident and Head teacher Consideration

If a higher-level adult incident involving violence, threatening behaviour, harassment or a abuse does occur then an internal incident report form (Appendix 1) should be completed by the member of the school staff against whom the abuse was directed. This should be submitted to the Head teacher for consideration and further action if required.

The Head teacher may firstly email the person(s) to remind them of the BWCAT Communications Policy and the expectations adopted by the school. The Head teacher may decide to invite the person(s) for an informal conversation regarding the incident, either via telephone or in person. The Head teacher and an unrelated member of staff will be present during this conversation. It will be put to the person(s) that such behaviour is unacceptable, and an assurance will be sought that such an incident will not reoccur. Any communication will be recorded and filed in case of further incidents. If further unacceptable behaviour occurs, then it will result in escalated action being taken.

#### Step 3: Written warning

If a further incident occurs involving the same person(s), the Head teacher will formally write to the person(s) informing them again that this conduct is unacceptable (Appendix 2).

#### Step 4: Final Written Warning

If a further incident occurs involving the same person(s), the Head teacher would refer the case to the Chair of the Academy Council who will review the case and consider whether to give a final written warning (Appendix 3). The police may be contacted if there is a repetition of this conduct.

#### Step 5: Invitation to Recommendations

If an incident reoccurs, or the initial incident is serious enough to warrant being banned from entering or being on school premises, the Academy Council will invite the person(s) to present and make representations regarding the incident (Appendix 4). This is an opportunity for the person(s) to voice their side in relation to the incidents which have occurred.

The person(s) does not need to attend, and if they do

the primary school to the secondary school on transition. This will include any information on verbal or written warning.

The ban from entering or being on school premises will be subject to a review. On which the person(s) will be entitled to make representations as to how their behaviour has changed since they have been banned from the school premises. These representations must be received 5-school days prior to the review.



*Please note that the above are examples only and by no means an exhaustive list*

When sending emails, staff members should ensure they are following the expectations as outlined in the BWCATICT Acceptable Use Policy.

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use of the staff intranet/Microsoft Teams, Governor Hub, use of the school website, parental newsletters, parent management information apps.

