



*“Nurturing Life-Long Learning”*

# Communications Policy

Ratified by Governing Body	March 2023
Date of review	March 2025

## **Overview**

It is very important to us that we work closely in partnership with parents and carers, and communication between home and school is key. We recognise however that it can often be difficult communicating with teachers because they have a very full timetable; and we recognise that parents and carers also have very busy lives.

## **Contacting the School**

### **Face to face with class teachers**

The class teacher should be your first port of call to discuss your child's needs as they know them the best. We have an open door policy at Morgans. This means you can speak to your child's class teacher anytime it is appropriate to do so. Although sometimes available for a brief chat at the start of the day, the end of the day is a better option to catch your teacher briefly. Our class teachers have responsibility for their class in the mornings, so may not always be available. Should you require a longer discussion please contact the school office to book an appointment.

Teachers want to respond to parental queries at the earliest opportunity and will do their best to do so, however, the majority of teachers' time is taken up teaching and preparing for lessons. Teachers' responsibilities extend beyond the classroom, and they may be unable to respond to you on the day a query is made. We have also agreed with staff that there is no expectation to respond to queries during their personal/family time. Please be aware your class teacher should respond within 3 working days.

### **Link Parents**

We have a system which helps to ensure good communication between teachers and the families of the children they teach. Each class has at least one link parent who can liaise with teachers via email or face to face on behalf of the class parents. Equally the teacher can liaise with the link parent to share information to the class parents in a speedy fashion.

### **Telephone**

Please use the main reception number (01992 582162) to leave a message for a teacher to contact you:

- Reception staff will relay messages to teachers as soon as possible.
- If a call is urgent, please inform the receptionist who will attempt to find a senior member of staff to speak to you.
- We will try to respond to you within three working days, if not the same day.
- Please note lessons will never be interrupted for teachers to take calls.

## Email

Please use [admin@morgans.herts.sch.uk](mailto:admin@morgans.herts.sch.uk) email address if you need to contact staff. Our admin team will pass on your communication to the relevant person who will get back to you within 3 working days. Teachers are not in a position to check emails consistently throughout the day and the school does not expect work email to be checked during a teacher's personal time. We aim to respond to you as soon as possible and within 3 working days. Part-time staff may take longer to reply.

## Meetings

The day-to-day care, welfare and safety of your child is managed by the person who is placed closest to them.

- Please ask at reception or email [admin@morgans.herts.sch.uk](mailto:admin@morgans.herts.sch.uk) to arrange a meeting with your class teacher.
- Meetings should always be pre-arranged with members of staff and it is worth sharing the reason for your meeting in advance so that the class teacher can be fully prepared and have the relevant information ready for you
- If you urgently need to see someone, for instance if there is a serious family emergency or a child protection issue, please phone ahead and the reception staff will do their best to find a senior member of staff to see you immediately. (01992 582162)
- For non-urgent meetings we will **aim** to meet with you within five working days. The school will determine the level of urgency at its discretion, to enable it to manage multiple demands.

## Contacting You

Our preferred method of meeting you is in person or by phone.

## Learning Platforms

We use the following learning platforms for remote learning::

EYFS - Tapestry  
KS1 and Lower KS2 - Seesaw  
Upper KS2 - Google Classroom

These platforms are designed to share learning activities in engaging ways with pupils and to allow for feedback and next steps to be shared by staff.

Passwords have been sent to individual pupils. Please ensure all individual passwords remain unchanged and not shared.

Please see our eSafety policy and Data Security policy and ensure all pupils and parents use these platforms respectfully and as intended.

Teachers will aim to provide regular feedback to pupils.

This resource is for children to communicate to their Teacher, not for adults to communicate.

Parents should email [admin@morgans.herts.sch.uk](mailto:admin@morgans.herts.sch.uk) with any queries.

## **Social Media**

We use our social media channels to promote pupil achievements, school and subject information and generic educational information. You can find these by searching our website <http://www.morgans.herts.sch.uk/> or looking for Morgans School on Facebook, Twitter and Instagram.

## **No Response**

If you have not received a response from the school **within three working days** please contact the school by emailing [admin@morgans.herts.sch.uk](mailto:admin@morgans.herts.sch.uk) and we will chase up your enquiry. Communication with parents and carers is important to us, and we will continue to monitor this policy and our approach to improve the process further.