



Watford Grammar School for Boys

Parent / Staff Communication Protocols

Watford Grammar School for Boys encourages communication between parents and staff in order to provide the highest levels of pastoral care and academic support for students. This document sets out some guidance for parents on what they should expect in terms of communications by email and telephone from school. The document should be referred to in conjunction with the school's ICT Acceptable Use Agreement and the school's Online Safety Policy.

Email

1. The school welcomes communication from parents. Emails should be sent to office@watfordboys.org and they will be forwarded to the relevant member of staff. Once a member of staff has responded to a parent, communication may continue via that school email address.
2. Parents should be mindful of keeping email communication to a reasonable level.
3. Staff check their school email accounts with reasonable frequency. However, they are not expected to read or answer emails outside of normal working hours, including during weekends and holidays. Exceptions to this apply to staff responsible for Safeguarding, that is the Designated Safeguarding Lead and Deputy Designated Safeguarding Leads ('the Safeguarding Team'). Contact details for these staff appear below.
4. Parents may expect an email communication to be responded to as soon as practicable where it relates to a concern about student wellbeing or safety and within 3 working days where it relates to an academic or non-urgent matter (such periods of time to exclude weekends and holidays).
5. Safeguarding concerns should be reported by email to Mr MacLeod macleodj@watfordboys.org, Mrs Groves grovesc@watfordboys.org, or Mr Carr carr@watfordboys.org

Email and telephone

Communications between parents and staff are nearly always constructive and effective. Staff and parents are expected to communicate politely and with respect. If a member of school staff receives an email that includes content that they find inappropriate in tone or content, they will refer it to a line manager and there may be a delay in response. Similarly, if a member of staff feels uncomfortable with the tone in a telephone call, they have been instructed to end the call and refer the issue to a manager. Conversely, the school's Complaints Policy is available on the school's website for parents.

InTouch

Parents receive regular communications from school via Intouch. Parents must ensure they supply the school with up to date email addresses for this purpose (as well as telephone numbers).

Nov 2018