



*'All individuals matter'*

### Winchelsea communication flow chart for parents and carers

Winchelsea Primary School recognises the importance of clear and effective communications between home and school and is committed to being open and accessible.

We know that when parents or carers have a concern that relates to their child, the best form of communication is by talking face to face to resolve the problem.

Effective communication with staff can be a problem during the school day as staff who are teaching full time and / or have lunchtime and after school commitments are unable to check emails or answer to phone messages. Some staff may have meetings or be on courses throughout the day so are not always available.

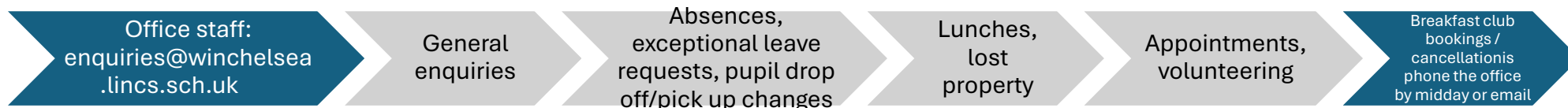
We also must acknowledge and promote a positive work/ life balance for staff so that they are not expected to communicate outside of their working hours and at weekends.

We appreciate that some communication may be urgent and other queries or concerns may take a bit longer to resolve. We acknowledge that sometimes parents may feel frustration if they do not receive an immediate reply when a member of staff has been unable to respond.

We would like to reassure you that all communication that comes via the school office is logged and communicated to the relevant staff. Staff then will respond to this at their earliest convenience.

We politely request that all communication via email is sent to the school office and will be forwarded to the relevant staff. The email address to use is [enquiries@winchelsea.lincs.sch.uk](mailto:enquiries@winchelsea.lincs.sch.uk) .

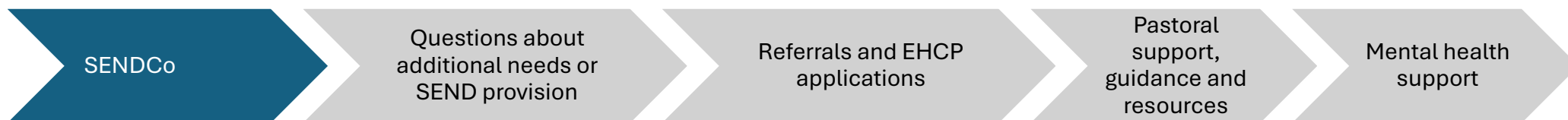
To ensure that you can communicate effectively and in a timely manner we have created the following guide for you.



- Anything that is urgent or requires a rapid response, for example a change to pick up, should be communicated via phone.
- It is not necessary to email more than one person about the same query or concern as this creates duplicated work.
- No member of staff will reply via any social media platform due to safeguarding and GDPR.



- Teachers are available before school to pass on brief messages that do not involve detailed conversations or safeguarding.
- Teachers are available after school for informal conversations and appointments, except Mondays due to staff development meetings. Some may not be available due to clubs.





- Appointments can be made by contacting the school office on 01526 832060 or emailing [enquiries@winchelsea.lincs.sch.uk](mailto:enquiries@winchelsea.lincs.sch.uk)
- All communications will be acknowledged within 48 hours during term time, except for weekends.
- Emails will be responded to between the hours of 8.00am and 5.30pm, otherwise they will be dealt with on the next working day.