



Protocol for communication between parents and staff at Parmiter's School

Parmiter's School works closely with its parent/carer body and values the support it gets from parents and carers. We encourage good communication between school and parents/carers so that students receive consistent messages about what is expected of them and are well supported when they experience any kind of need or issue. You are welcome to contact us by telephone, 01923 671424, by email*, admin@parmiters.herts.sch.uk or by using the 'Contact Us' facility on the school website. *Should you need to see a member of staff urgently, please contact the school to make an appointment.*

We will always seek to make at least an initial response to any contact or concern raised with us within two working days during term time. We may need to investigate a concern and respond more fully later if appropriate or necessary. Please remember that some staff work part-time and may not be able to respond within the two working days.

Staff are not expected to respond to requests in the evenings, at weekends or during school holidays unless there is an emergency such as a child protection issue or a bereavement. The admin@parmiters.herts.sch.uk email address is responded to promptly during term time and is monitored during school holidays.

During holiday periods, staff may have automated responses to emails informing you that they are not available to reply to emails. During August, the availability of the Head of Sixth Form and other staff is published on the website, as are instructions on the process for entry into the Sixth Form and how to instigate enquiries about examinations.

If there is an issue with a class or subject, please mark your email message for the attention of the subject teacher and the head of department, if you wish. (admin@parmiters.herts.sch.uk)

If there is a personal or social issue, please mark your message for the attention of your child's Form Tutor and the Head of Year if you wish. (admin@parmiters.herts.sch.uk)

We advise staff that it is good practice to include their line manager in any response made via email or letter.

If there is a child protection issue, please contact the Designated Teachers for Safeguarding:

- Mr B Hughes – Assistant Headteacher (Designated Safeguarding Lead)
b.hughes@parmiters.herts.sch.uk
- Mr T Henson – Assistant Headteacher (Deputy DSP – Years 7-11)
t.henson@parmiters.herts.sch.uk
- Mrs W Rowland – Deputy Head of Sixth Form (Deputy DSP – Sixth Form)
w.rowland@parmiters.herts.sch.uk

In all correspondence between staff and parents we ask both parties to be courteous at all times. Our staff are professionals and deserve to be treated with respect and dignity, even if there is disagreement over the best way forward.

*All users should remember that standard email is not a secure form of communication.