



Protocol for communication between parents/carers 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 positive and effective communication between the school and parents/carers so that students receive consistent messages about what is expected of them and are well supported. 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.

Please be reminded that it is difficult for teachers to receive telephone calls during the school day as they will be in lessons or supervising students.

Face to face meetings are available by appointment only. We are not able to facilitate meetings with staff without prior notice.

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 activate automated responses to emails advising that they are not currently available to reply. With regard to public examination results in August, staff availability is published on the website, as are instructions about 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 using the admin@parmiters.herts.sch.uk address. 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.

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

Parents and carers will receive regular communications from the school via InTouch. Please ensure that the school holds up-to-date email and telephone details to ensure that effective communication is maintained.

If there is a child protection issue, please contact the Designated Safeguarding Lead or another member of the Safeguarding Team:

- Miss M Hall (Designated Safeguarding Lead) - m.hall@parmiters.herts.sch.uk
- Mrs T Cave Student Support (Sixth Form) - t.cave@parmiters.herts.sch.uk
- Mrs F Craigie (Matron) - f.craigie@parmiters.herts.sch.uk
- Mrs K Crawley (Head of Curriculum Support) - k.crawley@parmiters.herts.sch.uk
- Mrs C Doran (Student Support Officer) - c.doran@parmiters.herts.sch.uk
- Mrs J van Rooij (Head of Curriculum Support) - j.vanrooij@parmiters.herts.sch.uk

Our staff are professionals and deserve to be treated with respect and dignity, even if there is disagreement over the best way forward.

In all communications, we ask that all parties be courteous at all times.