

HOW SHOULD PARENTS/CARERS COMMUNICATE WITH THE SCHOOL

Communications Lines to be followed:

If you have a general enquiry and have access to the Internet you will find all the up-to-date information listed by logging on to www.hampsteadschool.org.uk. If you do not have access to the Internet the Reception Officer will be able to answer your query or refer you on to someone who can.

You can also send an e-mail to: enquiries@hampsteadschool.org.uk

Changes to the Calendar of Events will be published on the website.

Make good use of the student planner as a direct means of communication with your child's tutor.

The first point of contact for parents, depending on the nature of the concern, is with the Tutor or Head of Year (***make sure you make a note of the names of these people***). They will be able to direct you to the right person to contact if they are unable to help.

The School Day

Registration:	0840 – 0900
Period 1:	0900 – 1000
Period 2:	1000 – 1100
Break:	1100 – 1120
Period 3:	1120 – 1220
Period 4:	1220 – 1320
Lunch:	1320 – 1400
Period 5:	1400 – 1500

At these times staff may not be available and it is not always possible to indicate other commitments such as meetings or training sessions that staff may be involved at other times of the day.

Please do not be disappointed if you have not been able to make contact the first time – remember teachers have heavy teaching commitments and it is not always possible for them to take or make telephone calls during the school day. However, do leave a message on the voicemail giving your name, telephone number and a time when you might be available.

Please do not turn up at the Reception to see a member of staff without an appointment, as you are likely to have had a wasted journey.

Each Key Stage is line managed by a member of the Senior Leadership Team. If your concern is of a nature that it is not possible for the Head of Year, Tutor or subject teacher to address, you could speak to the line manager. The Reception Officer will be able to direct you to the relevant member of staff.

If you still feel that the matter has not been sufficiently dealt with you can put your concerns in writing to the Head. If it is an urgent or delicate matter you may be able to arrange an appointment to see or speak to the Head through his Personal Assistant (PA). The Head's PA will ensure that you have followed the lines of communication outlined above before offering you an appointment. All matters addressed to the Head will be logged.

If you wish to make a complaint about a member of staff this should be made in writing to the Head.

[Copies of the General Complaints Policy & Procedure are available on the website]

HOW THE SCHOOL COMMUNICATE WITH PARENTS/CARERS

The school uses a text and e-mail messaging service to communicate with parents/carers – please do not unsubscribe to this service. Parents can also download the MyEd App free to parents, which has many information features to stay in touch. The school will continue to use Royal Mail whenever necessary.

The school will make sure that the information we hold on our database is sent to parents/carers each year for checking. It is **very important** that parent/carers check this information carefully, make any necessary changes, sign and return it to the Data Manager without delay.

If your contact details change before or after you have received or returned the data sheets, please send this information in writing to the Data Manager.

Thank you for your co-operation.