

12 February 2020

Dear Parent/Guardian

### **Communication protocol with teaching staff**

We recognise that there will often be times that you wish to communicate with staff teaching your child/(ren) outside of the parents' evenings schedule. During the school day, we ask teaching staff to prioritise teaching, planning lessons and mentoring and coaching students. I am writing to you to outline the process to communicate with teaching staff about your child/(ren).

#### **E-Mail**

Teachers can be contacted via the office email – [MERoffice@maidenerleghschool.co.uk](mailto:MERoffice@maidenerleghschool.co.uk). Please specify the name of the teacher to whom the query should be addressed and provide a brief outline of the nature of the query. We will endeavour to respond to you within 72 hours. If a full response is not possible within that timescale, we will send a holding email explaining the reason for the delay. If considered appropriate, the member of staff will arrange for you to come in for a meeting.

#### **Phone**

Our friendly office and reception staff will always be pleased to help you. Please contact them on 01189668065 - let them know who you would like to speak to and provide brief details of the nature of the query. Again, we will endeavour to respond to you within 72 hours. Please note that it is unlikely that the office and reception staff will be able to provide a response directly and we ask that you are polite and respectful in your dealings with them.

Please note that members of staff should not be approached directly when entering or leaving the premises or when they are busy carrying out duties at the front of the school.

Thank you in advance for your co-operation with this.

Yours sincerely



**Mr A Johnson**  
Headteacher