

Home-School Communication Protocol

This protocol outlines how Deptford Green and parents work together to maintain clear, respectful, and effective communication. By following these guidelines, we ensure that queries are handled by the right person while supporting the wellbeing of our school community.

1. Core Expectations

For Staff

- **Effective Communication:** Staff are responsible for ensuring all communications are timely, appropriate, and professional.
- **Working Hours:** Staff will aim to respond to communications during core school hours: **8:00 AM – 4:00 PM.**
- **Wellbeing:** In line with promoting staff wellbeing, staff are not expected to respond to messages outside of these hours or during school holidays.

For Parents & Carers

- **Respectful Conduct:** All communication - whether in person, by phone, or email-must be respectful. Abusive, aggressive, or threatening behaviour will not be tolerated and will be handled under the **Parent Code of Conduct.**
- **The Right Contact:** Parents should make every reasonable effort to direct their query to the most appropriate member of staff in the first instance.
- **Staying Informed:** Parents are responsible for regularly checking all school communications to ensure they do not miss important announcements.
- **For clarity and privacy:** We kindly ask that parents cc only those staff members & colleagues who are directly related to the matter being discussed.

2. Response Times

- **Standard Aim:** We aim to acknowledge emails and respond to non-urgent queries within **72 hours.**
- **Variability:** Please note that while we strive for this timeframe, it may not always be possible due to teaching commitments or part-time working hours.
- **Urgent Matters:** If a concern is urgent (e.g., a family emergency or safeguarding issue), please call the school office immediately rather than emailing.

3. Emergency Procedures

- **Out of Hours:** Parents should not expect a response from staff outside of the core 8:00 AM – 4:00 PM window.

- **Safeguarding Emergencies:** If there is a serious safeguarding or welfare emergency outside of school hours, please contact the **Safeguarding Team** immediately.

4. How We Communicate With You

- **Newsletters:** We send out a school newsletter **every two weeks** to keep you updated on school life and achievements.
- **Letters Home:** We regularly send letters regarding specific updates, such as details for school trips, visits, and required consent forms. These are also filed on the website.
- **Email & Text:** Email is used for general updates and surveys, while text messages are reserved for short-notice changes or emergency closures.
- **School Website:** This is the primary source for term dates, policies, and curriculum information.
- **Reports & Meetings:** You will receive biannual progress reports. We also hold parents' evenings to discuss your child's progress and wellbeing.

5. Contact Directory (Who to Talk To)

To get a response as quickly as possible, please identify the correct contact for your query:

I have a question about...	Who you need to talk to
Learning, Lessons, or Homework	Child's Subject Teacher or HOY
Child's Wellbeing or Pastoral Care	Pastoral leader
Attendance or Absence Requests	Attendance team
Special Educational Needs (SEN)	SENCO/Head of Inclusion
Payments or School Trips	School Office
Bullying or Behaviour Concerns	Pastoral leader/ HOY
Formal Complaints	Follow the Formal Complaints Policy

6. Accessibility

We are committed to making our communication accessible to all. Parents can request reasonable adjustments, such as communications in accessible formats or interpreters for meetings if they have additional communication needs or speak English as an Additional Language (EAL).