



ST THOMAS MORE CATHOLIC SCHOOL

10. PARENTS' GUIDE TO CONTACTING THE SCHOOL

If you need to contact a member of staff in school, please bear the following protocols in mind:

1. **Pupil Journal:** A note in your child's Journal is sufficient for routine information i.e. To explain lateness or an absence.
2. For a more detailed response email where possible; we encourage you to explain your query/concern by:
 - Emailing the office at parents@stthomasmoreschool.org.uk, write in the subject 'for attention of' and the name of the member of staff. We will forward your email to the correct member of staff.
 - Most queries can be dealt with effectively through email and this will usually lead to the quickest response time.
3. Most queries which cannot be dealt with via email can be resolved quickly and effectively via a telephone call.

Telephone: If your query requires you to speak to a member of staff, please contact the school office on 020 8888 7122 and they will:

- put you through to the extension of the member of staff you wish to speak to OR
- take a message and pass it onto the relevant member of staff if they do not have their own extension OR
- advise you to send an email as this usually leads to the quickest response time.

Please note the following:

- most staff do not have their own telephone extensions;
 - the majority of staff are in lessons for most of the school day and often have scheduled meetings after school so they are unlikely to pick up your messages straightaway.
4. **Meeting:** In a small minority of cases, it might be necessary to arrange a meeting to discuss an issue. Please be guided by the member of staff concerned as to whether this is the best method of addressing your query since in most cases, an email or a conversation via telephone will resolve the issue.
 5. **Response Time:** Staff will always try to respond to requests quickly but please bear in mind that most staff will be teaching or will be on duties for most of the school day. The expectation is that you should receive a response within two working days. On occasion, further investigation will be required in which case a holding email will be sent and a follow up response will be given within five working days.

NB1: We ask that parents do not come into school to meet a member of staff without having made an appointment as it will be very unlikely that they will be available to meet you.

NB2: If you need to contact a member of staff regarding an urgent matter, please make the office aware of this so that they can get a message to the relevant person immediately.

In the unlikely event that you are experiencing difficulties with the protocols above, please ask to speak to a senior member of staff i.e. a Deputy, an Assistant Head or the Office Manager who will direct your concerns to the most appropriate senior member of staff.