

## Contact and Communication with PCSA

### Immediate Welfare Concerns

If you have an immediate welfare concern about your child, we would advise phoning the school directly, asking for a member of the Safeguarding Team or your child's Head of Year.

To report a safeguarding concern please email: [safeguarding@pcsa.theplt.org.uk](mailto:safeguarding@pcsa.theplt.org.uk)

### Communication Guidelines at PCSA

We are committed to working in partnership with parents and carers, and effective communication between home and school is key. We recognise however that it can often be difficult communicating with staff because they have a very full timetable, are running clubs or working with students during lunchtime or after school; and we recognise that parents and carers have very busy lives.

### Contacting the school by email

Email is the preferred method for contacting a member of staff.

- Teachers are not in a position to check emails consistently throughout the day and the school does not expect work emails to be checked during staff members personal time.
- Part-time staff may take longer to reply.
- Please avoid including multiple school email addresses in your message. This helps us focus our time on responding in a prompt manner to your query
- We aim to respond to you as soon as possible, normally within 3 working days.
- If you have not had a response to your email within 3 working days, please contact Mr Sills and Miss Aaron at [andrew.sills@pcsa.theplt.org.uk](mailto:andrew.sills@pcsa.theplt.org.uk) (for academic matters) or [kirsty.aaron@pcsa.theplt.org.uk](mailto:kirsty.aaron@pcsa.theplt.org.uk) (for pastoral matters).

### Contacting the school by telephone

Please use the main reception number (01934 511411) to leave a message for a member of staff to contact you:

- Reception staff will relay messages to teachers as soon as possible.
- If a call is an emergency, please inform the receptionist who will attempt to find a senior member of staff to speak to you.
- We aim to respond to you as soon as possible, normally within three working days.
- Please note lessons will never be interrupted for teachers to take calls.

## Meetings in school

The day-to-day care, welfare and safety of your child is our priority and is managed by the person who is placed closest to them.

In the first instance, please approach the following members of staff who are responsible for your child in the following order:

- Tutor or Classroom Teacher (if query is relevant to a specific subject)
- Head of Year or Head of Faculty (if query is relevant to a specific subject or a specific pastoral concern)
- Safeguarding Team (if query is related to safeguarding issues)
- Assistant Headteacher
- Deputy Headteacher
- Headteacher
- Meetings should always be pre-arranged with members of staff.

If you urgently need to see someone, for instance if there is a serious family emergency or a child protection issue, please phone ahead and the reception staff will find a senior member of staff to meet with you at the earliest opportunity.

For non-urgent matters, we will aim to meet with you normally within five working days. The school will determine the level of urgency at its discretion, to enable it to manage multiple demands and meetings with parents. We will always try to accommodate your time needs as well when arranging meetings.

Please do not come to reception without a pre-arranged meeting demanding to see a member of staff unless it is a serious emergency. As already mentioned, staff have a very busy teaching schedule and won't be able to see you.

## School to home communication (contacting home)

Our preferred method of contacting you is via our Weekly Principal's Bulletin update. To receive this, please ensure all email addresses are updated with the school and you are set-up with Weduc. You will also find the bulletins on our website.

We will also contact you via email or our newsletters throughout the year.

## Social Media

We use Twitter (X) and Facebook to promote student and school achievements, school events, subject information and general educational information.

## Complaints Procedure

You will find the Priory Learning Trust Complaints Policy and Procedure linked below:

<https://www.theplt.org.uk/policies.php>