

Communication protocol with school

Our school values include all of us together understanding each other and achieving excellence. We aim that our communications with you reflect this.

If you have any queries we do want to answer them as effectively as possible. We do aim that most information you need is sent to you via the school systems – with information about your child and general school or year group information posted, emailed or brought home to you.

Parents' evenings and progress review days are essential parts of the school's communication with you about your child.

You may still have occasional other queries. The best route to ask about anything to do with teaching is via your child's planner – writing a note in this will enable the teacher to respond quickly and this involves your child at the same time. If there is a concern which you prefer to resolve differently then you can email the teacher or phone the school. If you do phone the school you can ask Reception to convey a message or you may get through to the team answerphone.

The best route to ask anything to do with pastoral care is through your child's form tutor. Again the planner is the best means. If there is a concern which you prefer to resolve differently then you can email the teacher or phone the school.

Teachers' emails are available on the school website. Please be aware that teachers spend most of their time teaching: they will not be able to give an immediate response nor necessarily a same day response. We have a protocol that emails from parents should be acknowledged by the recipient within 3 days and receive a full response in 5 days. This is also the case with phone calls. At times it may be best to resolve a query via a meeting which can be set up by email or phone.

Urgent issues will always be dealt with very quickly. Reception are the best source of who to get hold of to deal with an urgent matter.

What to do if?

a) You have sent in an email and have had no response in the required three days. You should email admin@sns.hackney.sch.uk with the original email and in the title of the email "no response".

b) You have had an email exchange with a member of staff but it has not fully answered your query. You should arrange to meet the member of staff. We have asked teachers to set up meetings where an email conversation is prolonged beyond two exchanges.

c) How do I find the teachers' emails? You can find the list of emails on the school website. If you cannot find the name you are looking for please contact Reception or email admin@sns.hackney.sch.uk.