EMAIL AND COMMUNICATION PROTOCOL

School Mission Statement

Our Mission at St. Anne's is to live, love and learn together with Christ, whilst providing a loving, caring atmosphere enabling each child to develop intellectually, socially and spiritually.

As a Catholic school the foundation of all we do is based upon Christ and His Gospel values of Love Peace and Justice.

We will strive to ensure that the members of our community are happy and fulfilled in their lives at school

We want to provide the best and most responsive communication we can. To that end, we have created a communication protocol for our staff and parents.

GENERAL INFORMATION

General information requests, after school club, dates, dinner and admin queries should be communicated via the main school office.

PARENTAL CONCERNS

The first step for a parent to communicate a concern or pass important information about their child should be to contact the teacher. The best way to reach a teacher is via email. Please contact the teacher before emailing or copying information to the Headteacher for all classroom matters.

Teachers will reply to your communication within 24-48 hours (during the working week). Teachers will only respond to emails between 8am and 5pm. If you wish to speak to a teacher about a concern, please telephone the office and an arrangement will be made for you to speak to the class teacher. Should the class teacher be unavailable and it is a matter of

urgency, then please ask to meet with the Deputy Headteacher/Headteacher.

In emergencies, please immediately contact the office staff who will ensure that the information is passed to the appropriate person and/or a meeting is arranged.

Please do not use staff emails to inform school about picking up arrangements or appointments, as staff may not see these during the working day. All of these emails should be sent to **postbox@st-annes.walsall.sch.uk**

Parents should continue to ring the school office on 0121 3535114 to inform about absences.

If there is a concern that cannot be addressed or resolved between the teacher and the parent, please follow the step below in communicating with the Deputy Headteacher/Headteacher.

- All requests for scheduling an appointment with the Deputy Headteacher/Headteacher should be directed to the office. Appointments are normally available before and after school.