



Protocols for contact between parents and staff at Roundwood Park School

Roundwood Park works closely with its parent and carer body and values the support it gets from parents and carers. We will always seek to make at least an initial response to any concerns within two working days during term time. We may need to investigate any concern and respond more fully later if appropriate or necessary. Staff are not expected to respond to requests in the evenings, at weekends or during school holidays unless it is an emergency such as a child protection issue or a bereavement. Please remember that some staff work part-time and may not be able to respond within 48 hours. Our advice on these occasions is to copy in the Headteacher. During August, enquiries about exams will be taken at various times as published on our website.

If it is an issue with a class or subject, please email the subject teacher and copy in the head of subject if you wish.

If it is a personal or social issue, please contact your child's form tutor and copy in the head of year if you wish.

If it is a child protection issue, please contact the Designated Teachers for Safeguarding:

Martina Mansfield (DSP)
Glen Pettengell (Deputy DSP)
Gina Oduro (Deputy DSP)
Jennie Hall (Deputy DSP)
Laura Davies (Deputy DSP)
Tracey McAlinney (Deputy DSP)

In all correspondence between staff and parents we ask both parties to be courteous at all times. Our staff are professionals and deserve to be treated with respect and dignity, even if there is disagreement over the best way forward.

NB: We advise colleagues that good practice would be to copy in their line manager in any response they make via email or letter.

Review date: December 2019