



Communication Policy

Originator: Jude Macdonald

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At Marshfields School we are proud to offer a high standard of communication to our stakeholders. When you have any contact with us you can expect our staff to be friendly, polite and helpful.

OUR STANDARDS

If you contact us by letter or email:

- A member of staff will take responsibility for your enquiry.
- We will acknowledge your email or within one working day from the date we receive it. Please note that we are unable to respond to comments or messages on social media.
- We will acknowledge your letter within five working days from the date we receive it.
- If we cannot reply in five working days, we will let you know who is dealing with your enquiry and when you can expect a full response.
- Holidays and weekends are not classed as working days for the purpose of this policy.
- If staff are out of office, an auto-reply email will be used to indicate this and when they will be returning.
- Staff who work part time will confirm their working days in their email footers.

If you telephone us:

- During office hours (Monday to Thursday 8.00am – 5.00pm, Friday 8.30am – 4pm), we will endeavour to answer your call promptly (during busy periods, you may be held in a queue).
- Upon answering, we will tell you where you have called and the name of the person you are speaking to.
- During term time, if your call cannot be answered, voicemail facilities should be available for you to leave a message.
- If you leave a message or request a call back, we will return your call within one working day.

Delivery channels of communication:

- Social media is used for updates on recent events, celebrating successes and achievements including photographs.
- The website details up-to-date information including policies, statutory information, vacancies and term dates.
- We use an e-communications system using SIMs whereby parents and carers will receive email and app notifications regarding trips, whole-school notifications and letters.
- Essential communications will be translated for parents and carers who do not speak English. If you require this, please notify the office.

Please note that actioning a query may take up to 5 working days.

Feedback

Feedback about our service is important to us. Using feedback we can develop and improve the quality of our provision. We need to know about any dissatisfaction or complaints you might have, so that we can resolve any issues and provide a more effective service.

If you are unhappy with the service you receive:

Please read the Complaints Policy which is available from our website:

<https://www.marshfields.co.uk/wp-content/uploads/simple-file-list/School-Complaints-Policy-September-2020.pdf>

