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# Newton Abbot College

## POLICY ON COMMUNICATIONS WITH PARENTS

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Parental support for children's education is one of the most important factors in young people's learning and progress. Therefore, the College will endeavour to become increasingly successful in engaging parents in their children's education and in communicating with them effectively.

It is essential that staff are enabled to focus fully on their core responsibilities (students' learning) and manage their time effectively. This policy therefore aims to support staff in doing this by managing pressures on their time, while setting appropriate expectations for communications with parents.

### 1. Written enquiries

- 1.1 The College aims increasingly to use electronic forms of communication for most purposes; arrangements will be made to provide hard copies for those who need this means of communication.
- 1.2 For written correspondence, including electronic, where it is clear that a reply is required, the College will aim to respond within 5 College working days, at least acknowledging receipt of the communication and setting a time frame for response.
- 1.3 Sometimes, a full response may be possible within a relatively short timeframe; the recipient will judge whether this is possible.
- 1.4 Wherever possible, a full response will be made within 2 weeks.
- 1.5 Genuine emergencies and urgent enquiries will require a quicker response: the recipient of the communication will judge the reasonableness of any request for a more immediate response.
- 1.6 However, a test of reasonableness must apply to both parties bearing in mind the pressures on all who work at the College.

### 2. Telephone Enquiries

- 2.1 Under normal circumstance, the College aims to respond to telephone calls within 2 working days to acknowledge receipt of the call and/or to clarify the content thereof.
- 2.2 The same timeframes apply to telephone calls with regard to full response as in section 1.3 and 1.4 above.
- 2.3 Where parents request an appointment with a named member of staff, this appointment will be made within a reasonable timeframe given the pressures on each member of staff's diary. We will aim to make such appointments within 10 working days.

2.4 The Principal's PA will direct such enquiries to the most appropriate person unless she deems this urgent or an emergency in which case a quicker appointment will be made with a colleague who is available.

2.5 Parents who visit the College unannounced seeking an immediate appointment will be unlikely to be successful in their request.

### 3. **Communications from the College:**

The College will send regular communications to parents informing them of College events and other matters relating to their children's education. These include, for example

- Update (the College newsletter) by email
- The Learner (the College magazine)
- Letters from the Principal by email
- invitations to College events by email
- information regarding College trips and activities by email

3.1 When a student is absent and no communication has been received by the College regarding this absence, parents will be contacted as early as is reasonable, by text (at the time of writing).

3.2 The College will provide regular (at least termly) reports on individual students' progress, one of which will be an annual more detailed report.

3.3 The College website will contain information including:

- Behaviour
- Admissions
- Ofsted – link to the College's most recent report
- Values and Ethos
- Pupil Premium
- Year 7 Literacy and Numeracy Catch up Premium
- Key Stage 4 results – most recent results
- Performance tables
- Curriculum
- SEN
- Charging and remissions
- Governor Business Interests and Disclosures

### 4. **General Information:**

4.1 The main points of contact for people external to the college are through the College's telephone, reception and administrative offices. All staff working in these areas will receive regular support, guidance and training in order to further develop the customer care dimension of their work. "Customer care", its review and development will be overseen by the College Business Manager.