



17th December 2012

Dear Parents/Carers

As you will be aware, we are constantly looking at ways of improving communication between the school and our parents. We feel that good relationships with students and their families is the bedrock of our success. As part of this review we feel it is important to consider the guidelines for contacting teachers and staff to request appointments or answer queries and the use of mobile phones.

Depending on the nature of your enquiry the first point of contact should be your child's tutor or their class teacher (for subject related issues). Teachers can be contacted via email, writing in student planners and of course, contacting Reception.

If a teacher needs to be contacted during teaching hours, a message will be taken and passed to the teacher for them to respond to as soon as they are able. Please understand that in most cases this may not be until the end of the school day or the following day.

If you would like to make an appointment with a member of staff this can be arranged by notifying the teacher in advance and agreeing a suitable time and date. If an urgent appointment is required please contact reception, who will do their very best to accommodate your request. Parents who turn up to main reception and request to see a member of staff will be asked to make an appointment and then asked to leave. It is important to note that staff not only teach but have other commitments to attend to when the school day finishes.

I would also like to mention that our receptionists receive a high number of calls throughout the day and they are there to try and help and give advice to all parents. It has come to my attention that there have been incidences where some parents have been quite abusive and aggressive towards them. Whilst we understand that emotions run high at times, it is not acceptable to speak to them in this manner and from January, the receptionists will terminate the phone call. Whilst this is not a course of action we want to take it is important that they are spoken to with respect and consideration.

Lastly, I would like to remind all parents that the school's policy on mobile phones is that students are not allowed mobile phones on the school premises. Unfortunately, some students are calling parents during the school day when they are feeling unwell and requesting that they are collected. If students feel unwell they are to visit the Attendance Officer who then makes the decision as to whether they go home or not. If they need to go home, the school will contact parents to collect.

It is important to remember that we are here to help and we will always do our best to accommodate your requests for assistance,

Thank you for your understanding on this issue.

Mr D Hooker
Head of School
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