

Ixworth High School

Communication Protocols



Telephone Communication

The following outlines Ixworth High School's approach to telephone communication between home and school.

We are committed to ensuring that all communication is respectful and upholds the dignity of all parties involved. Our main reception number is **01359 234050**.

Reception is open **Monday to Friday, 8:00am to 4:00pm**, during which time staff are available to respond to external calls. An answerphone service operates outside of these times and is reviewed each morning.

Where the member of staff answering the call is unable to resolve the query directly, they will take a message and ensure it is passed to the appropriate colleague. Callers will be informed when this has been done. A response will normally be provided within **two working days**, considering part-time working arrangements.

In the rare event that a call is perceived to be aggressive, places unreasonable demands on staff, or may be considered harassing, the matter will be escalated to a member of the Senior Leadership Team, typically the Headteacher. In such cases, the Headteacher will determine whether further communication should be managed under the school's Complaints Policy (including procedures for serial, repetitive, or unreasonable complaints).

Staff are advised that, if necessary, they may politely end such calls, explaining that the school's dignity at work principles prevent continuation of the conversation and that the matter will be referred to the Headteacher.

Email Communication

The following outlines Ixworth High School's approach to email communication between home and school.

All written communication should be courteous and respectful.

Staff contact details are available here:

<https://www.ixworthhighschool.org/our-school/staff>

Email addresses follow the format:

initial.surname@ixworthhighschool.org

Key contact emails:

- General enquiries: enquiries@ixworthhighschool.org
- Attendance and admissions: aaa@ixworthhighschool.org

During term time, emails will be acknowledged within **two school days** (excluding weekends and holidays). A response will be provided either by email or by telephone. Where a full response cannot be given immediately, staff will indicate a timeframe for follow-up.

If an email is received by a member of staff who is not best placed to respond, it will be forwarded to the appropriate colleague, and the sender will be informed.

Staff are not expected to monitor or respond to emails outside of their normal working hours, including weekends and school holidays. Emails sent after **5:00pm** or during weekends will be treated as received on the

next working day. While parents and carers may choose to compose messages at a time convenient to them, we kindly request that emails are not routinely sent between **6:00pm and 8:00am**.

In the unlikely event that an email is aggressive in tone, contains unreasonable demands, or could be interpreted as harassing, it will be referred to the Headteacher or another member of the Senior Leadership Team. They will consider whether it is appropriate to manage ongoing communication under the school's Complaints Policy (including Appendix C: procedures for managing serial, repetitive, or unreasonable complaints).

Reception

Parents and carers are welcome to visit reception during the school day to share information, make enquiries, or drop off items. However, except in urgent or safeguarding situations, it is not usually possible for staff to meet without prior arrangement.

Reception staff will record any relevant information and ensure it is passed to the appropriate member of staff. A response can be expected within the timeframes outlined above.

We are committed to maintaining a respectful and professional environment for all staff. The school will not tolerate behaviour towards reception staff that is rude, aggressive, or unreasonable.

In rare cases where interactions are perceived as aggressive, unreasonable, or harassing, the matter will be referred to the Headteacher or another member of the Senior Leadership Team. They will determine whether further communication should be managed under the school's Complaints Policy.

If you'd like, I can also tighten this into a shorter policy summary or adapt it for publication on your website.

The table below sets out the standard platforms that the school uses for day to day communication.

School Communication System	Function	Password required	Troubleshooting
School Website https://www.ixworthhighschool.org/	Hub of information on all areas of the school	No	Use the search facility on the website for a key word if you cannot see on the main menu
School Social Media	Updates on what is happening in school	No	Our only school social media account is Twitter, "X", @IxworthHigh
Bromcom, MCAS	Parents can view Progress Check Point reports , behaviour and attendance. Parents can see assignments (Homework)	Yes	Via Parent App MCAS (My Child at School) or website. Use personal email registered with Bromcom. Password can be reset by user.
Bromcom, MCAS	Parent evening bookings can be made on Bromcom.	Yes	An alert is sent advising that the bookings can be made.

Bromcom, MCAS	Students can see Progress Check Point reports. Students can see assignments (Homework) and mark as submitted. The homework task may include links to other platforms to complete the tasks.	Yes	Via Student App or Website Use school email address. Password can be reset by user.
Teams	Students use to access <u>some</u> homework tasks, lesson resources and updates from school.	Yes	Use school email address only, password can only be reset in school.
Eventbrite for invited events e.g. GCSE Success Evening	Share information face to face with all parents from a year group	No	Key dates are on the weekly bulletin and on the calendar on the website.
Parent Forum	Open invitation for expressions of interest placed in the bulletin. Discussion each half term focused on key issues parents have brought to the school, and areas where parent consultation is appreciated.	No	Information on actions are in the school bulletin and on the website.

The tables below set out the protocols and expectations should parents need to contact the school.

Issue	Who to contact	When to contact	How to contact	Follow up expectations
Safeguarding: Raising a concern	School hours: Miss G Burgess DSL Out of school hours: Child Advice & Duty Service or 999	ASAP	Telephone call: 01359 234050 Police: 999 Suffolk County Council, Customer First: 0808 800 4005	Correspondence from the Safeguarding Team
Urgent information sharing e.g. incident involving the police, bereavement, etc.	Main reception	From 8:00 am until 4:00 pm	Telephone call: 01359 234050	Correspondence from pastoral team or safeguarding team as requested/required.
Absence: Child unwell	Main reception	ASAP	Out of hours answer phone: 01359 234050	Bromcom will show attendance with the appropriate code once updated.
Attendance: Planned forthcoming medical appointment.	Main reception	ASAP	Telephone call: 01359 234050 Or email: aaa@ixwothighschool.org enquiries@ixworthhighschool.org	Bromcom will show absence has been authorised for medical reasons.
Attendance: leave of absence request e.g. family funeral.	Main reception	Once date is confirmed	Or email: aaa@ixworthhighschool.org enquiries@ixworthhighschool.org	Bromcom will show attendance with appropriate code. Pastoral team may contact.

Urgent reasonable adjustment required in school. E.g. child on crutches.	Main reception	From 8:00 am to 3:30 pm	Telephone call: 01359 234050	Correspondence from Mr Mannington or Mr Harrison regarding PEEP (Personal Emergency Evacuation Plan) and follow up care.
General query linked to correspondence from the school e.g. a trip letter or a school report.	Teacher who sent the original correspondence or subject teacher	Between 8am and 5:00 pm	Email to staff member sending original correspondence.	Email response or telephone call within two school working days from relevant member of staff (allowing for part time working patterns).
Systems query e.g. an issue with Bromcom or Teams	Main reception	Between 8:00 am and 3:30 pm	Telephone call: 01394 234050 Or email: enquiries@ixworthhighschool.org	If follow up required email correspondence or call from Mr Beales.
Concern in school: friendships, social time, organisation, positive and negative behaviour points	Form Tutor	Between 8:00 am and 5:00 pm	Email to Form Tutor	Email response or telephone call within two school working days from relevant member of staff (allowing for part time working patterns).
Query regarding a lesson, including seating plans or homework.	Subject Teacher	Between 8:00 am and 5:00 pm	Email to Subject Teacher	Email response or telephone call within two school working days from relevant member of staff (allowing for part time working patterns).
Child has forgotten something e.g. PE Kit, Food Technology ingredients, lunch or homework.	Main Office	Between 8:00 am and 3:30 pm	Telephone call: 01394 234050 Or email: enquiries@ixworthhighschool.org	A response to this is not usually required.
Child has lost something in school	Form Tutor	Between 8am and 5:00 pm	Email to form tutor	Form Tutor will show student where lost property is and make reception aware in case the item is handed in.
Trip or Extra Curricula query. E.g. costs and allocation of places.	Trips – the trip leader or Director of Enrichment Activities	Between 8:00 am and 5:00 pm	Email trip leader or Director of Enrichment	Email response or telephone call within two school working days from relevant member of staff (allowing for part time working patterns).

Support for Post 16 advice and guidance.	Form Tutor, Careers Advisor	Between 8:00 am and 5:00 pm	Email to tutor or d.heath@ixworthhighschool.org	Email response or telephone call within two school working days from relevant member of staff (allowing for part time working patterns).
Support for a diagnosed SEN need (only for SEN not for pastoral support)	SEND Team	Between 8:00 a and 5:00 pm	Email to SEN Team c.boothe@ixworthhighschool.org	Email response or telephone call within two school working days from relevant member of staff (allowing for part time working patterns).
Support for an ongoing diagnosed medical need	Office Manager	Between 8:00am and 5:00 pm	Email to Miss Buck g.buck@ixworthhighschool.org If urgent call the school: 01394 234050	Email response or telephone call within two school working days from relevant member of staff (allowing for part time working patterns).

Summary

At Ixworth High School our priority is to deliver high quality teaching and learning. On any one day a teacher will have multiple demands on their time including up to five hours of teaching (alongside tutor time, duties, clubs and meetings). Teachers cannot and are not expected to monitor and manage their inbox during lessons or at other times in the day, when they should be planning and preparing for lessons, assessing student work, or carrying out school duties. Some staff are part time and should not access emails when they are off work. In addition, the school has a responsibility to ensure that the staff workload is manageable and does not unreasonably intrude into their private life. Whilst business support staff, pastoral staff and Senior Leadership Team may be able to access emails more routinely, their primary function is to support teachers and children.

The school works hard to provide parents and carers with timely and informative information concerning their child's progress throughout the year. Currently these are: access to Bromcom for homework, behaviour points and attendance; Progress Check Point Reports and Parent evening meetings each year. Staff may also telephone, write or email a parent to inform of a serious incident or serious ongoing concerns about a child's behaviour or attitude to learning. Staff would not be expected to maintain a running dialogue about such matters unless it has been agreed as part of a Pupil Support Plan.

The school publishes a weekly bulletin, has a website; www.ixworthhighschool.org and social media updates via Twitter @Ixworthhigh. These sources contain a wealth of information about the school. In addition, we host regular Parent Forums where we invite parents to come in to discuss key issues including policy and concerns.