

## **Communication with Mayfield Primary School: Guidelines for parents and carers**

### **Urgent phone calls:**

- If the member of staff asked for is not available the office staff will normally take details of the parent's/carer's name and telephone number and the general reason for calling and will pass on the message straight away.

### **Non-urgent calls:**

- If the member of staff asked for is not available the office staff will normally take details of the parent's/carer's name and telephone number and the general reason for calling. This information will be given to the member of staff concerned, who will try to respond promptly and by the end of the next school day, whenever possible.

### **Messages for pupils:**

- In emergencies or at other times when it is unavoidable, office staff will help parents/carers by taking messages for pupils.

### **Letters and emails:**

- Direct these to the most appropriate individual member of staff. As a general rule:
  - General administrative query: [office@mayfield.cambs.sch.uk](mailto:office@mayfield.cambs.sch.uk)
  - Attendance issues: [office@mayfield.cambs.sch.uk](mailto:office@mayfield.cambs.sch.uk)
  - Dinner money issues: [skhan@mayfield.cambs.sch.uk](mailto:skhan@mayfield.cambs.sch.uk)
  - Any concerns about your child: your son/daughter's class teacher
  - Special needs: your son/daughter's class teacher
  - Governing Body: The Chair of Governors via the school office

Full details of who to contact are available on our website: <http://mayfieldcambridge.org/wp-content/uploads/2013/03/Who-to-Contact-Information-Leaflet-Feb-2017.pdf>

- Expect a detailed response within 72 hours or 3 working days as a rule.

### **Meetings:**

- Meetings with parents/carers, beyond a quick word at the start or end of the school day, must be by appointment only.
- Teachers are available during the school day, when they are not teaching or engaged in other professional duties.
- In reality, most meetings take place after school at a time convenient to all parties.