

HaileyburyTurnford

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5th February 2019

Dear Parent/Carer

We have made significant improvements to our methods of communication in the past two years. I have been very specific, since becoming Principal, that clear communication between home and school is critical for our students to be successful. I hope that you feel the school is responsive to contact from you, that you are aware who the best person is to contact when necessary to do so, and you are also able to find current information about the school through our website at www.haileyburyturnford.com.

We have deliberately made it easy to contact staff by email directly. Nevertheless, there is also a danger associated with this as it can create a culture that staff feel they need to instantly respond, but parents also feel they should receive a very quick response to any request. This is not always possible, and staff must prioritise how they use their time outside of lesson time. Please be aware that as a school we have staff email protocols which strongly encourage staff to only read and send emails between 8am and 5pm during the working week. We believe it is unreasonable for staff to feel obliged to read or respond to emails outside of these times. This is in the spirit of teacher wellbeing and to ensure that teaching staff are able to focus on preparing lessons and marking student work when not in the classroom. In addition, we want to create as much time as possible for staff to make positive phone calls home, write positive postcards and certificates etc.

Of course, for the most urgent or sensitive issues, including any safeguarding issues, senior staff are available to respond accordingly outside of these times and will do so.

I would be grateful if you could respect these email protocols which will ultimately ensure teaching staff can maximise their time focused on the core business of teaching and learning. We will continue to aim to initially respond to emails within 24 hours of receiving them. For more complex queries, we will continue to ensure Subject and Faculty Leaders, Assistant and Year Achievement Coordinators and Senior Staff respond accordingly.

Yours faithfully



Robin Newman
Principal



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