

# Ixworth High School

## Communication Protocols



### Telephone Communication

The following outlines Ixworth High School procedure about telephone communication between home and school.

All communication must respect the dignity of the recipient. Our main reception number is 01359 234050.

Our reception is open between 8:00am and 4:00pm Monday to Friday with members of staff available to take external calls. There is an answerphone service available, and this is checked each morning.

If a member of staff who takes the call is not able to deal with the query directly then they will take a message and pass it on to the most appropriate person and inform the caller that they have done so. A response will be expected within 2 days (allowing for part time working patterns).

Whilst this is rare, if a member of staff receives a telephone call which is of an aggressive tone, sets unreasonable demands or could otherwise be interpreted as harassing, they will refer this to a member of the Senior Leadership Team – usually the Headteacher. The Headteacher will decide if consideration needs to be given to dealing with further communication under the School's Complaints Policy for managing serial, repetitive and unreasonable complaints. Staff are advised to politely end any call which falls into this category and advise the caller (if possible) that they are protected by our dignity at work policy and therefore are unable to proceed with the call and will be passing the callers details to the Headteacher.

### Email Communication

The following outlines Ixworth High School procedure about email communication between home and school.

All communication must respect the dignity of the recipient.

Staff names can be found here: <https://www.ixworthhighschool.org/our-school/staff>

We use the email format: initial.surname@ixworthhighschool.org

Our general office email is: [enquiries@ixworthhighschool.org](mailto:enquiries@ixworthhighschool.org)

Our attendance and admissions email is: [aaa@ixworthhighschool.org](mailto:aaa@ixworthhighschool.org)

Within 2 school days (during term time but not including weekends) receipt of an email will be acknowledged and staff will provide a response to the email by telephone or in writing (including an email). This may include informing the sender that more time is required to provide a full response. If this is the case, staff will indicate a timeframe in which a response should be expected.

If a member of staff is not able to deal with the email directly then they will pass it on to the most appropriate person and inform the sender that they have done so.

Staff will not be expected to monitor or respond to emails out of their normal working hours (including weekends and published school holidays). Whilst parents may compose emails at any hour to suit their own needs, we would ask that emails are not normally sent between 6:00pm and 8:00am to staff emails. Emails sent after 5 pm or at weekends are not expected to be checked until the following working day.

Whilst this is rare, if a member of staff receives an email which is of an aggressive tone, sets unreasonable demands or could otherwise be interpreted as harassing, they will refer this to a member of the Senior Leadership Team – usually the Headteacher, who will decide if consideration needs to be given to dealing with further communication under the School's Complaints Policy (Appendix C: Policy for managing serial, repetitive and unreasonable complaints).

## Reception

Parents can visit reception during the normal working day to request or relay information, and drop off forgotten items, unless the matter is urgent or of a safeguarding nature staff will not normally be able to meet with parents at short notice, our reception team will note the information from the parent and ensure it is passed to the relevant member of staff, parents can then expect a response within the timeframes listed above.

The school will not tolerate visitors that are rude, aggressive or unreasonable towards the reception team.

Whilst this is rare, if a member of staff is spoken to in an aggressive tone, or there are unreasonable demands or the interaction could be interpreted as harassing, they will refer this to a member of the Senior Leadership Team – usually the Headteacher, who will decide if consideration needs to be given to dealing with further communication under the School's Complaints Policy (Appendix C: Policy for managing serial, repetitive and unreasonable complaints).

**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 <a href="https://www.ixworthhighschool.org/">https://www.ixworthhighschool.org/</a>	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.
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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: <a href="mailto:aaa@ixwothighschool.org">aaa@ixwothighschool.org</a> <a href="mailto:enquiries@ixworthhighschool.org">enquiries@ixworthhighschool.org</a>	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: <a href="mailto:aaa@ixworthhighschool.org">aaa@ixworthhighschool.org</a> <a href="mailto:enquiries@ixworthhighschool.org">enquiries@ixworthhighschool.org</a>	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: <a href="mailto:enquiries@ixworthhighschool.org">enquiries@ixworthhighschool.org</a>	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: <a href="mailto:enquiries@ixworthhighschool.org">enquiries@ixworthhighschool.org</a>	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 <a href="mailto:d.heath@ixworthhighschool.org">d.heath@ixworthhighschool.org</a>	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 <a href="mailto:c.booth@ixworthhighschool.org">c.booth@ixworthhighschool.org</a>	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 <a href="mailto:g.buck@ixworthhighschool.org">g.buck@ixworthhighschool.org</a>  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).
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## 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](http://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.