



Pudsey
Grange
School

Communications Policy

This policy has been agreed by the Governing Body of Pudsey Grange School.

Signed by

Date approved

To ensure that Pudsey Grangefield is a thriving, successful school, we must communicate clearly to each other, with students and their parents, and with other members of the wider community. We need to ensure that communications between all members of the school community are clear, professional, timely and appropriate.

Good Communication

Good communication is much more than an exchange of information. Through effective communication, information is provided, understanding is developed and trust is built.

Our Commitment

We are committed to the importance of active listening and welcome stakeholder feedback. All communications at Pudsey Grangefield should:

- Keep staff, parents, students, governors and other stakeholders well informed
- Be open, honest, ethical and professional
- Use jargon-free, plain English and be easily understood by all.
- Be actioned within a reasonable time.
- Take account of relevant school policies.

External Communication

The school has many lines of communication to maintain. Our aim is to provide clear and effective communication, which will enable us to share our values and ensure relationships are always professional.

It is important that the school has parents/carers' current contact details (including address, emergency telephone numbers and email address (if relevant)). Should circumstances change the relevant Year Leader should be contacted immediately.

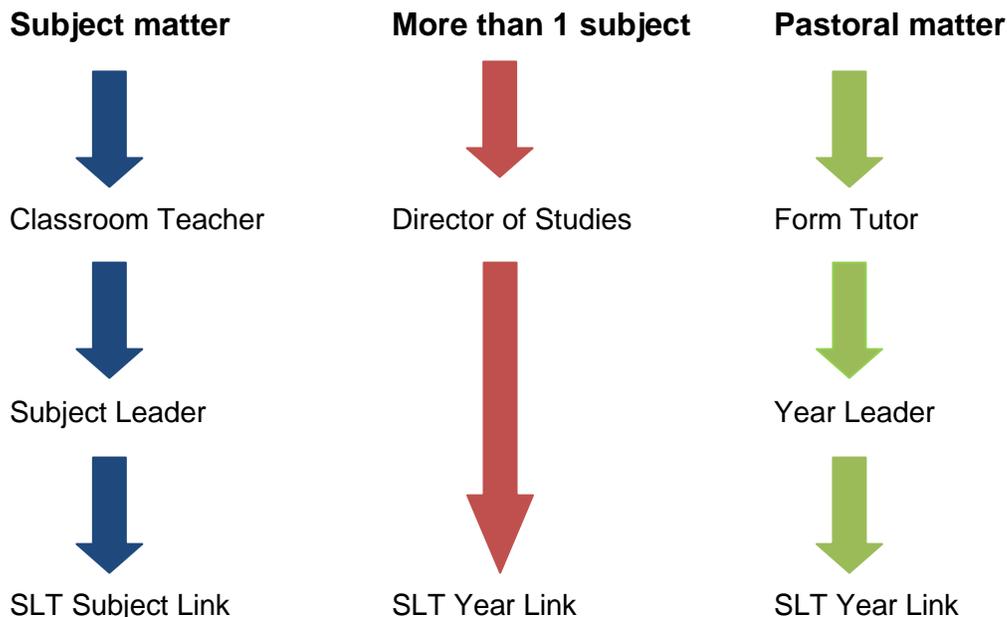
A large number of staff have teaching commitments and/or are working with students/in meetings for the majority of the day. It is therefore likely that responses will be made at the end of the school day.

The school operates in term time only and communications will not be dealt with until the school returns. To check the school's term dates please visit the school website at www.pudseygrangefield.co.uk.

Who to contact

You may wish to contact the school on a matter that can be responded to quickly. However, it may be that the school requires a short period of time to look into your query. In some circumstances the matter may require more in-depth investigation and this can take more time for a response to be delivered.

To get the quickest resolution your query should be directed to the correct person.



SLT Subject Links

Maths	Mr McKelvie
English	Mr McKelvie
Science	Mrs Martin
Geography	Mr McKelvie
Music	Mrs Martin
History	Mr McKelvie
Business	Mr McKelvie
Health & Social Care	Mr McKelvie
Media	Mr Burkinshaw
Computing	Mr Tierney
Technology	Mr Tierney
French/Spanish	Mr Burkinshaw
PE	Mr Burkinshaw
RE	Mrs Martin

SLT Year Links

Year 7	Mr Burkinshaw
Year 8	Mr Burkinshaw
Year 9	Mrs Martin
Year 10	Mr Tierney
Year 11	Mr McKelvie

Please follow the process above by emailing the appropriate person and allow a reasonable amount of time for a response. If you are not satisfied, contact the next person in the process. Key email addresses of every member of staff can be found on the school website at www.pudseygrangefield.co.uk.

Communication Tools

Website - www.pudseygrangefield.co.uk

Our website holds a wide variety of key information such as our vision and values, current progress measures and examination results and school policies. In addition, practical facts such as the structure of the school day, uniform guidance and calendar dates can be found, along with up to date school news.

Twitter - @pudseyGS

Please follow us on Twitter for up-to-the-minute news and messages.

Text

We have found our text message system to be a great resource in sending out to parents/carers important information such as reminders of key dates and events, rewards and recognition regarding individual students and notification of letters coming home.

Email

Pudsey Grangefield School has over 1,200 students on roll and the fastest and most effective initial form of communication is by email. Due to the size of our school and the number of emails received per day we aim to respond to emails **within 24 hours but no more than 48 hours**. It may be necessary for us to provide a courtesy email acknowledging receipt of the email and a more in-depth response will follow within 48 hours or we may advise that further investigation is required.

To enable your query to be dealt with quickly and effectively please provide the following information:

- Name of student and year group
- A brief outline of your enquiry
- Your preferred resolution, if appropriate
- A contact number and preferred time(s) for us to call (it may not be possible to make the call at the preferred time).

Telephone

The main school number is 0113 2558277.

Direct dial numbers:

Attendance	01133 869 122
Year 7 Year Leader	01133 869 129
Year 8 Year Leader	01133 869 130
Year 7 & 8 Director of Studies	01133 869 130
Year 9 Year Leader	01133 869 131
Year 9 Director of Studies	01133 869 131

Year 10 Year Leader	01133 869 132
Year 10 Director of Studies	01133 869 133
Year 11 Year Leader	01133 869 133
Year 11 Director of Studies	01133 869 133
Post 16 Office	01133 869 136
Post 16 Director of Studies	01133 869 134
SENCO	01133 869 142

A voicemail message may be left and we would ask that the following information is provided by you:

- Name of student and year group
- A brief outline of your enquiry
- Your preferred resolution, if appropriate,
- A contact number and preferred time(s) for us to call (it may not be possible to make the call at the preferred time).

Voicemail messages will be retrieved as soon as possible on the member of staff's return to their desk.

All communications are reviewed, prioritised and a response is made according to its urgency within the specified timelines. An initial response to all communications will be made within 48 hours.

The school will not tolerate offensive and defamatory language and behaviour to our staff.

Letters home

Letters are displayed on the school website and a text message will be sent to you with a link to the website.

Whilst we work hard at achieving an effective system, our processes are continually reviewed so that we advance our service to our students, parents/carers, governors, trustees, the community and other stakeholders. We welcome feedback and suggestions on how we can further improve our service. Please contact the school at contactus@pudseygrangefield.co.uk to provide us with your comments.

The school has a clear ethos of mutual respect. We appreciate there are times when parents are upset or frustrated about an issue relating to their child, but we ask that all communication is courteous and professional. Through working together as a strong home-school partnership we can resolve any issues and ensure students are happy and successful.