

Caistor Grammar School ***Home - School Communication Policy***

WHOM SHOULD I CONTACT?

- In most cases we expect you to contact your son's/daughter's Form Tutor using the Diary Planner.
- You may wish to contact your son's/daughter's Form Tutor or a Subject Teacher by letter, e-mail (enquiries@caistorgrammar.com) or telephone (01472 851250). Before replying, they will discuss the matter with their Head of Section (Lower School - Mr Michael Robinson; Middle School – Mrs Allison Clark; Upper School – Mr Graham Dobson; Sixth Form - Mr Terry McTernan).
The Head of Section will inform the Headmaster, Mr Alistair Hopkins, and any other staff who need to be informed.
If you have a serious or urgent concern, you may wish to contact the relevant Head of Section or Mr Hopkins directly by telephone.

WHEN YOU WRITE IN THE DIARY PLANNER

- Please tell your son/daughter so that they can draw their Form Tutor's attention to the note. We will acknowledge your note and reply either through the Diary Planner, telephone or e-mail as soon as possible and our aim is to reply within two working days.

WHEN YOU WRITE TO US

- We will make every effort to acknowledge your letter or e-mail within two working days of receiving it.
We will send a full reply within seven working days.
If we cannot give you a full reply within seven working days, we will contact you, explain why, and tell you when you can expect a full reply.

WHEN YOU ASK FOR INFORMATION

- We will deal with straightforward requests as soon as possible and our aim would be within two working days.
We will send more complex information within seven working days.

WHEN YOU PHONE US

- We will answer all calls promptly, where you will be given some options. If we are unavailable you will be asked to leave a message and we will endeavour to get back to you as soon as possible. When the office is closed, the answerphone will be switched on and you will be able to leave a message.
If we cannot deal with your enquiry immediately, we will give you the name of the person the enquiry will be passed to, and they will reply as soon as possible.
We will ask you to tell us a good time to ring you back.
We will reply to all phone messages within two working days.

WHEN YOU CAN PHONE US

- You can phone us between 8.30am and 4.15pm Monday to Friday. Outside these hours you will be able to leave a message on an answerphone.

IF YOU HAVE A CONCERN

- Please tell us. We will acknowledge your concern and investigate it.
We will contact you to tell you the result of our enquiries and we will try to put things right and apologise when we are at fault.
If you are not satisfied with this, we will investigate what went wrong and reply within 10 working days (by phone or email if you prefer).