



## What parents can expect from the school's communications

Although we aim to resolve enquiries as quickly and efficiently as possible, schools are very busy and complex organisations. Staff time is committed throughout the school day and after school in lessons, meetings, extra-curricular offers, meeting with external agencies, supporting children and other activities. This means staff availability is very limited during working hours, so a reasonable time is required to respond to enquiries.

For all enquiries, apart from safeguarding matters, use [admin@testbourne.school](mailto:admin@testbourne.school)

For safeguarding matters, use [staysafe@testbourne.school](mailto:staysafe@testbourne.school) as this will then be relayed to the whole safeguarding team to ensure that the message gets to someone with the correct expertise.

Children or adults can report bullying by using [ntb@testbourne.school](mailto:ntb@testbourne.school) or by filling in the form here: [Bullying Alert - Testbourne Community School](#)

In your email, please give a subject line that helps us to understand where best to direct your enquiry and enough information to establish what you are emailing about and who you have previously spoken to.

You can expect the following from us:

1. Where the **school** determines that the enquiry is an urgent safeguarding or child protection issue (i.e. the child may come to **immediate harm** if urgent action is not taken) we will prioritise such communication. An appropriate person will contact you on the same day.
2. Where we determine that your enquiry does not involve an urgent safeguarding matter:
  - a. You will receive an acknowledgement or initial contact and may receive a full response within **3 school days**. This is to ensure that the message can be passed to the appropriate person and to give them time to gather any information they need before responding.
  - b. If more time than three days may be needed to gather information, you will be kept informed as to the expected timeline of response.
  - c. If a matter is complex and needs investigation, you will receive an estimation of when that response will be given.
  - d. If you do not receive a response within these timelines, you should use the escalations diagram on the *Contact Procedure for Parents* document to determine to whom you should escalate your enquiry. You should contact [admin@testbourne.school](mailto:admin@testbourne.school), explain the issue and ask for the email to be sent to the appropriate person in the escalation.



# Testbourne Community School

3. You can expect all communication to be polite and professional. If you have concerns, use the escalation diagram in the *Contact Procedure for Parents* document to determine to whom you should refer your concerns. You should contact [admin@testbourne.school](mailto:admin@testbourne.school), explain the issue and ask for the email to be sent to the appropriate person in the escalation.

Please help us to help you by following the escalation routes in the *procedures*.

Please let us know of any occasion where these expectations are not met so that we can continue to improve our service to you.