



# Quick Guides

## Communicating with parents

Effective communication with parents / carers is vital. We know and acknowledge this. The following is brief guidance to support this:

- 1. Primary guardians are contacted first:** we will always communicate with the parent who is listed as 'primary guardian' first. Routinely, we will only communicate with one parent and expect parents / carers to pass on information to each other.
- 2. Keeping details up to date:** it is essential we know if your details change. Email addresses and mobile numbers can change frequently – if we don't have correct information, we cannot contact you.
- 3. Contacting 'unknown' email addresses:** sometimes, parents / carers contact us from email addresses that are not on our system. We will not respond to these, unless we can verify who the message is from.
- 4. Response time:** our standard response time is within 48 working hours (please note: this does not include holidays / weekends).
- 5. We communicate using...:** twitter @Mrc\_1<sup>st</sup> via email, post, phone and text.
- 6. Professional courtesy:** we know that sometimes parents / carers can feel frustrated – we have seen an increase in this since Covid. We respectfully ask that all communications to us are professional and polite. We reserve the right not to respond to parents / carers if this is not the case until the parents / carers have met with the Principal.