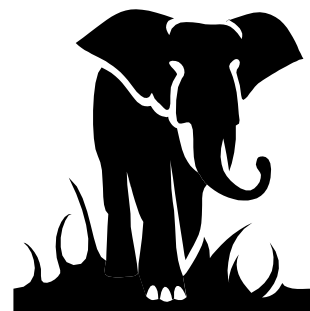


# BOROUGHMUIR HIGH SCHOOL

**TO:** All Stakeholders  
**FROM:** D Dempster  
**DATE:** 25 November 2019  
**LOGO:** 5  
**SUBJECT:** School – Home Communication Protocols



Boroughmuir High School prides itself in having good open lines of communication that parents can use when the need arises.  
We believe this is essential in maintaining a positive ethos for the school community and in providing the best support for our pupils.  
We believe however that there needs to be a clear set of protocols so that expectations around home/school communications can be effectively managed.

The protocols below are what should be expected and adhered to *in normal circumstances*.

## Communications to Admin Staff/Support Staff

- Acknowledgement within 2 working days from receiving staff.
- Response within 4 working days from person communication directed to.

## Communications to Class Teachers

**Classroom teachers should not be emailed directly or contacted directly.**

**ALL communications to teachers about a child should be directed via the child's guidance teacher.**

- Acknowledgement within 2 working days.
- Response within 4 working days.

If felt appropriate, the response may come from the Guidance Teacher themselves or directly from the Subject Curriculum Leader of the department or a Depute Head Teacher.

### Communications to Depute Head Teacher

- Acknowledgement within 2 working days.
- Response within 4 working days.

If felt appropriate, the response may come from the Depute Head Teacher themselves or the Guidance Teacher or directly from the Subject Curriculum Leader of the department.

### Communications to Head Teacher

- Acknowledgement within 2 working days.
- Response within 4 working days.

If felt appropriate, the response may come from the Head Teacher or Depute Head Teacher or the Guidance Teacher or directly from the Subject Curriculum Leader of the department.

### Complaints

Complaints are dealt with under our Complaints Procedure.

We however always try our utmost to resolve issues/ complaints at the earliest opportunity so as to minimise the impact of this process on all involved.

In normal circumstances we would hope to respond to and resolve a complaint within 5 working days.