



## PARENTAL COMMUNICATION WITH SCHOOL

### **When should I contact school?**

As soon as you have a concern! If in doubt, please contact us; we would far rather you contacted us for reassurance over something that turns out to be minor than spend time worrying about something. In most instances your son or daughter's form tutor should be your first point of contact and will be able to help with any issues surrounding your child's wellbeing.

### **I know class teachers are very busy. Is it ok to contact them if my enquiry is about a specific subject?**

Yes, it is absolutely fine to contact a class teacher if you need to. Please phone school or send an email via [info@salehighschool.org.uk](mailto:info@salehighschool.org.uk) and your email will be forwarded to the relevant staff member. **Please note we ask you not to contact staff via Show My Homework**, as contacting via [info@salehighschool.org.uk](mailto:info@salehighschool.org.uk) or phoning is quicker. Similarly, please be aware that **our school Facebook page should not be used to contact school or its staff**: this is because it is staffed only during term time and is a way of sharing our successes as a school more widely, rather than a vehicle for communication re specific enquiries.

We would only ask that you respect the fact that most teachers teach around 200 students and cannot, therefore, realistically enter into a detailed dialogue over a prolonged period of time with individual parents. The vast majority of instances where parents need to contact teachers can be dealt with via a quick email exchange, so feel free to do this in the first instance. Please also note that, we do not expect teachers to reply to messages outside of working hours.

Staff have been asked to limit any in school meetings to a maximum of 30 minutes.

### **Can I contact the Head Teacher if I've got a problem?**

Yes, you are always welcome to contact the Head Teacher if you feel you need to by emailing the Head Teacher's PA, Mrs E Maguire at [info@salehighschool.org.uk](mailto:info@salehighschool.org.uk). At the same time, parents will appreciate that in many circumstances it may be more appropriate for another member of staff who has a more detailed knowledge of the issue to respond in the first instance.

### How quickly can I expect a response to my queries?

You can expect a response within 48 hours. During school holidays the school can be subject to a complete close down, for example, if there are building works occurring. In these circumstances the answer machine message will inform parents when we will be available to respond to enquiries and there will be no facility available until that date to leave a message or speak to a member of staff. Message received on the last day of term may also be subject to a delay in response.

If you do not receive a response within 48 hours, please telephone the school and ask to speak to Mrs E Maguire, the Head's PA.

### How do I know who is the best person to contact?

The table below is intended to help parents with information about who to contact in certain, common scenarios. If you are unsure about who to contact, we recommend you call the main school reception on 0161 973 2713 where our staff will be able to point you in the right direction, or email via [info@salehighschool.org.uk](mailto:info@salehighschool.org.uk)

### Is there anything I else I should bear in mind?

Hopefully this guide, covers what you need. The only other thing we would say is that we understand that sometimes parents or carers may be frustrated about issues that arise and we will always do our best to solve these. At the same time, our staff should not have to put up with communication that is rude, abusive or aggressive. Equally, we would much prefer parents or carers to contact us directly first with concerns rather than raise them elsewhere before we have had the chance to respond. As mentioned above meetings will be limited to 30 minutes.

### WHO TO CONTACT: QUICK REFERENCE TABLE

ISSUE	WHO TO CONTACT	HOW
Any <a href="#">safeguarding</a> concern	Mr Scully, Assistant Headteacher (AHT) is in charge of safeguarding, but heads of year will also be available to help as will Mrs Chapple, Deputy Headteacher (DHT) and Mr Reeve AHT.	Telephone 0161 973 2713 or email <a href="mailto:info@salehighschool.org.uk">info@salehighschool.org.uk</a>
Concerns about bullying	Any members of staff. Form tutors would usually be the first port of call, but all heads of year will also be able to help.	We hope that the student would be able to speak to somebody in school. They can also use the <a href="#">Sharp system</a> to report any concerns.

Reporting absence or other queries relating to <a href="#">attendance</a> .	Phone the main office to report an absence. Miss Kerrigan, Attendance Officer will be able to deal with other attendance related queries.	Use the main office number 0161 973 2713 option 1 to contact us or by email <a href="mailto:skerrigan@salehighschool.org.uk">skerrigan@salehighschool.org.uk</a>
Need for <a href="#">information about a particular subject</a> e.g. the best revision guides to buy or how best to support them with homework	Class teacher initially, but please contact the <a href="#">middle level leader</a> (head of subject) in charge of the department if this does not resolve the issue. The curriculum section has a lot of information.	Email is usually the most efficient way to contact teachers, please use the <a href="mailto:info@salehighschool.org.uk">info@salehighschool.org.uk</a> address including details of the subject/member of staff in the subject field.

Concerns about the progress of your child generally i.e. in more than one subject	Head of year or <a href="#">middle level leader</a> .	See above.
Complaint about a member of staff	Usually the <a href="#">middle level leader</a> of the faculty is the most appropriate person, though if it is especially serious, the Head Teacher should know.  If the complaint is about the Headteacher, it should be made to the Chair of Governors.	Sale High School's website has details of heads of department (middle level leaders) for each subject.  Complaints should be made via the Head Teacher's PA, Mrs E Maguire via <a href="mailto:info@salehighschool.org.uk">info@salehighschool.org.uk</a> or by telephoning the main switchboard.
Concerns about a friendship issues	The form tutor will usually be the best person to approach, but student services may also be able to help.	We would hope that the student would be able to approach the form tutor themselves but, if they feel unable to do so, an email or phone call would be fine. Or they use the <a href="#">Sharp System</a>
Queries about <a href="#">Show my Homework</a>	The website has lots of information about Show My Homework and this should answer most queries. If not, please	Please contact Mr Reeve via <a href="mailto:info@salehighschool.org.uk">info@salehighschool.org.uk</a> or by telephoning the main switchboard.

	contact Mr Reeve, Assistant Head Teacher and he will be happy to help.	
Queries about IT such as logons, access to E portal or Office 365	Please contact Mr P Martin, our ICT network manager	Please contact Mr P Martin <a href="https://salehighschool.org.uk/wp-content/uploads/2021/08/Sale_High_School_778_bus_route_Page_1.jpg">https://salehighschool.org.uk/wp-content/uploads/2021/08/Sale_High_School_778_bus_route_Page_1.jpg</a> via <a href="mailto:info@salehighschool.org.uk">info@salehighschool.org.uk</a>
Questions about <a href="#">uniform</a>	The website has details of the uniform policy and a published pricelist from Monk House, official uniform outlet based in Stretford.	See website <a href="#">School Uniform Policy</a>
Questions or concerns relating to <a href="#">SEN provision</a>	Please contact Mrs Walter, SENCo	Please contact via <a href="mailto:info@salehighschool.org.uk">info@salehighschool.org.uk</a>
Information about <a href="#">extracurricular activities</a> and timetables	The website has all of the relevant information	

Questions about, or problems with <a href="#">Parent Pay</a>	Please contact the school office	Please contact Mrs Gleave, Office Manager via the main switchboard
Issues relating to finance e.g. payment for trips.	Please contact the school office	Please contact Mrs Gleave, Office Manager via the main switchboard.
Exam queries e.g. Revision guides/dates/times of exams or syllabi/exam boards	Please contact Mr Reeve, AHT, or the examinations officer	Please contact Mr Reeve or the examinations officer by calling reception or emailing <a href="mailto:info@salehighschool.org.uk">info@salehighschool.org.uk</a>

<p><a href="#">Term dates</a> and request for absence during term-time</p>	<p>Term dates and calendars are published on the school website</p>	<p>For queries relating to holidays in term time, please contact Miss Kerrigan, Attendance Officer or Ms O’Grady, Head Teacher</p>
<p>Questions about <a href="#">transport and buses</a></p>	<p>Student Services will be able to answer most queries. For IGO card applications please visit the TFGM website <a href="https://tfgm.com/tickets-and-passes/igo-pass">https://tfgm.com/tickets-and-passes/igo-pass</a></p>	<p>Mrs Gleave, Office Manager</p>
<p>Lost property</p>	<p>Student Services manage all items of lost property which have been found.</p>	<p>Mrs Peters, Student Services Officer.</p>
<p>My child’s regular medication</p>	<p>Please contact Mr Scully, AHT lead on Safeguarding to meet to discuss formulating a medical plan.</p>	<p>Contact Mr Scully via telephoning the main switchboard or via <a href="mailto:info@salehighschool.org.uk">info@salehighschool.org.uk</a></p>
<p>If you have any other queries, please contact the school.</p>		<p>Please contact the main switchboard or via email <a href="mailto:info@salehighschool.org.uk">info@salehighschool.org.uk</a></p>