

## PROCEDURE FOR CONTACTING THE SCHOOL

In recent years, developing technologies have made communication between School and parents/guardian easier than ever before and this is to be welcomed. However, since the beginning of the COVID-19 pandemic the volume of communications has increased significantly. Staff are working under a great deal of pressure and they appreciate the continued support of parents and guardians. In order to enable them to manage communications in an effective and efficient manner, this procedure for contacting the School has been produced. By following this procedure, you will be helping the School to assist you.

The primary means of communicating with the School should be as follows:

### **Contacting a specific teacher:**

A note in your daughter's homework diary or a note/letter to be left at reception.

### **Contacting any other member of staff:**

A note/letter to be left at reception.

### **Contacting the School by email:**

The only managed School email account is [info@glenlola.collegiate.bangor.ni.sch.uk](mailto:info@glenlola.collegiate.bangor.ni.sch.uk). A large volume of corporate and other messages come to this account so communication in the form of a note or letter is preferred. Please continue to use this account for notification of Covid confirmation.

### **Contacting the School by telephone:**

Contact should be made by telephone **in urgent cases only** (eg urgent health or pastoral care matters, family crisis and emergency medical appointments)

### **Meeting with members of staff (other than those organised by the School):**

Staff will be unable to meet directly with parents without an appointment which can be requested by means of a note to the relevant member of staff.

If a parent/guardian wishes to meet with a member of staff they should submit a request in writing, outlining the reasons for the request. This information will enable the School to direct the enquiry to the most appropriate member of staff who will make contact.

### **Lines of Communication:**

Communications should be directed to your child's Form Teacher or subject teacher in the first instance. They will take appropriate action directly or pass the information on to a line manager if necessary.

### **General Enquiries:**

Much of the information sought is available on the school website. Alternatively, non-urgent enquiries may be made by your daughter on your behalf when she is in school.

The School will endeavour to respond to enquiries as quickly as possible and within three working days.