

PROCEDURE FOR CONTACTING THE SCHOOL

In recent years, developing technologies have made communication between School and parents/guardians easier than ever before and this is to be welcomed.

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:

Sharing information:

Communications should be directed to your daughter'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.

Contacting a member of staff:

A message should be sent via Gateway or the school email account (see below) marked for the attention of the relevant member of staff. The message should contain some details relating to your enquiry. Members of staff will aim to return a call or email by the end of the second working day

Contacting the School by email:

The only managed School email account is info@glenlola Collegiate.bangor.ni.sch.uk. All messages sent to this email address are monitored by the Headmaster's PA only and are treated as private and confidential.

A large volume of corporate and other messages come to this account so communication via Gateway is preferred.

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). Where it is felt that a matter can only be dealt with by phone, please give details to reception staff and they will arrange for an appropriate member of staff to contact you.

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

Staff will be unable to meet directly with parents/guardians without an appointment which can be requested via Gateway.

If a parent/guardian wishes to meet with a member of staff they should submit a request, 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.

Our staff will endeavour to communicate with parents/guardians in a courteous manner and they ask the same in return. Inappropriate and/or disrespectful communications will not be responded to. The School will endeavour to respond to enquiries as quickly as possible and within three working days.

WE Thompson

Headmaster