

How do I communicate with school if ...

All communication to and from school should be professional and courteous so that all members of the school and its wider community feel valued and respected.

I need GENERAL INFORMATION?

Website, Greensheet, Information Evenings

Term dates, curriculum content, school events and other general information are shared through several communication channels including: the website; the weekly Greensheet; PIE evenings; specific year group information evenings; and letters/emails home.

I have a short question?

STUDENT PLANNER

Parents and carers may write a note in the student planner. This is an effective form of communication which relies on the student ensuring she has shown the note to the appropriate teacher. We aim to respond to these messages within three days of having seen the note.

I need to discuss an urgent concern, arrange a meeting or talk through several issues?

TELEPHONE

If you need to speak to a member of staff, please call in. You will be offered five options:

1. To report an absence
2. To speak to the Finance Department
3. To speak to the Exams Officer
4. To speak to the office
5. To hear the term dates

If you speak to the office, they will try to put through your call to the person you wish to speak to but this is not always possible. Staff may be teaching, in meetings, running clubs or in training. Our staff will take a message and you should expect to receive a call back within two working days.

If I have a specific enquiry about my child that cannot be answered using the website, Greensheet or other channels?

EMAILS AND LETTERS

Parents and carers are encouraged to use the info@wsfg.waltham.sch.uk email address. All emails received via this address will be forwarded to the appropriate member of staff, and linked member of the leadership team. We aim to respond to emails within three working days and to letters within four working days.

If I need to explain my concerns face to face?

MEETINGS

Parents and carers are welcome to come into school to discuss any concerns with their child's subject and pastoral teachers. All meetings do need to be pre-arranged and agreed. We appreciate your understanding that it will not be possible to see parents and carers without an appointment.

Additionally, there is a "Headteacher's Surgery" on Monday evenings between 16.00 and 18.00. Twenty minute slots are available by appointment only and may be arranged with the Headteacher's PA, Ms Janes by e-mail to info@wsfg.waltham.sch.uk or by telephone to 020 8509 9446, option 4.

Although the Headteacher is happy to meet with parents and carers, the school's priority is to ensure that any issues are resolved with the best possible outcome. It may therefore be more fruitful in the first instance to meet with a form tutor, subject teacher, Student Progress Leader or the member of our Leadership Team with specific responsibility for a given area.

When you contact Ms Janes, she will ask for details of the issue you wish to discuss with the Headteacher and then make an appointment or refer you to the person best placed within school to ensure the quickest and most effective resolution of your issue.

How do I communicate with school if ...

If I want to know how my child is doing?

REPORTS

We report on student progress regularly. You will receive two progress reports each academic year.

Additionally, there is an opportunity to meet the teachers to discuss progress at the subject evening. Your child's report can be accessed using the Sims Parent App.