

Communication feedback follow-up

Many thanks for the valuable and constructive feedback that we have received. Below are responses that we hope show that we are both listening and responding.

You said:	We will/have:
We are not sure who to contact in school.	We have shared contact emails (via letter and The Hunsley Way for a number of different colleagues) and we will also make this easier to find on the website on the 'Contact us' page.
When we ring reception, there is often a long wait or the phone is not answered.	We have made some changes to where the phone rings so more staff are available to respond to calls.
We don't always get a response if we leave a voicemail.	We quite recently introduced a new phone system in school. We will offer staff further training on the voicemail facility.
We can't contact teachers/form teachers direct.	As a trust and school, our priority is to deliver high quality teaching and learning alongside comprehensive pastoral support. We do not expect staff to continuously monitor and manage their inbox during lessons or at other times in the day. This is why we ask that all correspondence goes via a central point in each of our schools rather than directly to the member of staff. The central point of contact is then able to triage the correspondence and ensure that anything urgent in nature is dealt with swiftly.
Wait times can be quite long to get a response from the SEND department.	I'm sure you can imagine the high volume of communication that is received by the SEND team. Alongside reviewing capacity within the team, we have introduced a generic SEND email account so more colleagues within the SEND team can respond to parent/carers communication. The address is: SENDenquiries@southhunsley.org.uk
Searching for previous messages can be difficult.	We will introduce naming conventions on messages so you can hopefully search more easily. Where possible, we will also add whether action is required or not.
We can't open attachments on phones.	We appreciate this must be frustrating and we will look at alternative ways of sharing PDF files. In addition, we will supply a guide for how to open PDF files on Android phones which hopefully might help some parents/carers. Furthermore. We are exploring whether we could utilise Arbor more.
We don't use social media but don't want to miss out on messages.	As well as continuing to communicate with parents/carers via our usual methods such as

	email and the website, we now have a Facebook page. This will not be a replacement, but it does allow us to share successes and reminders about events in a timelier manner than waiting for the next edition of The Hunsley Way.
Sports notifications should not just be via students.	Unfortunately, sometimes the PE department receive notification about cancelled fixtures very last minute. We will share your feedback with the PE department and ask for parents/carers to be notified where possible.
We would like face to face parent evenings. The online parents' evenings work well.	We are not going to be able to please all parents/carers as some prefer online appointments and others would like face to face meetings, however, will explore how we can find a compromise.
Sometimes staff don't get back to us if we lose connection at parents' evening or if they are absent.	Where possible, we ask staff to make contact with parents if they are absent or if parents/carers request it. However, this has to be balanced by how many students/classes a teacher may teach in a particular year group.
We don't always know what homework our children have.	Students should be recording homework in their planners (we appreciate some students may need support with this). Staff record homework on Teams so we will provide a guide for parents/carers explaining how you can access your child's Teams account should you want to access homework online.
The tone of some letters can be abrupt.	We have shared your feedback with managers across the school.
Rewards and positive communication seem to be teacher dependent.	We have a very clear policy for rewards in school and staff have received reminders in briefings. Please contact the school if you feel your child is not receiving stamps fairly.
It would be helpful to have more information about why sanctions are issued.	We appreciate this would be helpful for you to have conversations at home and are looking into how we can provide more information when S4 sanctions are issued. S1s are not recorded as they are a reminder of our expectations. S2 and S3s sanctions are recorded in the student planner as are reward stamps.