

Tuesday 21st October 2025

Dear Parents and Carers,

We value open and constructive communication between home and school, and we recognise the important role that email plays in supporting this partnership. To help ensure that communication remains efficient, respectful and productive, we ask that parents and carers please take note of the following guidelines when contacting teachers or other school staff.

Guidelines for Communicating with Staff

- **Response Times:**
Please remember that most teachers and teaching partners will be teaching during the day and may not be able to respond immediately. Staff will endeavour to acknowledge receipt of your email or phone call within **48 working hours**. If your concern requires further investigation, the staff member will let you know that it is being looked into and will provide a more detailed response within a specified timescale.
- **Urgent Matters:**
If your query is urgent, staff will make every effort to deal with it as a priority or will explain if this is not possible.
- **Working Hours:**
Staff are not expected to monitor or respond to emails outside their normal working hours (including weekends and school holidays). While we understand that parents may compose emails at times that suit their own schedules, please be aware that these will be addressed during the school's working hours.
- **Tone and Conduct:**
We kindly ask that all communication remains polite and respectful. Emails that contain aggressive or inappropriate language, unreasonable demands, or are otherwise unconstructive may lead to a request from the school to modify your approach. If such communication persists, the school may be unable to continue engaging with the matter.

Headteacher: Mrs Danielle Brayshaw
Coney Hill Community Primary School, Coney Hill Road, Gloucester, GL4 4NA
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When Contacting or Responding to the School

- Staff will always aim to communicate respectfully and courteously, and it is appreciated when this is reciprocated.
- In many cases, parents and carers will initially have only their child's version of events. We ask that you remain open to hearing a full account, which may differ from what you have been told.
- To help us address your concerns as quickly as possible, please raise an issue with **one member of staff in the first instance** rather than contacting multiple people simultaneously. This avoids duplication and allows us to resolve matters more efficiently.

We thank you for your understanding, cooperation, and ongoing support in maintaining positive and respectful communication between home and school. Working together, we can ensure the best possible outcomes for our students.

Yours sincerely,

A handwritten signature in black ink that reads 'DBrayshaw'.

Dani Brayshaw Headteacher

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