

**St James – communicating positively with our parents and carers**

At St James, it is really important to us that there is an effective partnership between school and home, ensuring that we all have the best interests for our young people.

Throughout the academic year, the following opportunities are in place for parents to engage with the school:

- At least one parents’ evening per year group, with additional specific themed evenings such as Year 7 Meet the Tutor and Yr 8 Options evening
- Monthly Parents for St James meetings, with focussed agenda items to allow parents to have a voice and be a part of our school development
- Parents for St James events and fundraising activities, such as bingo and the summer fete

As a school, we use letters and electronic communication via text messages, email and the Groupcall Xpressions app to give information to our parents and carers at regular intervals.

We welcome our parents and carers to communicate with us as often as is needed whether it is just a general query or question. We would recommend that parents and carers contact the school by email in the first instance, using the staff email addresses that can be found on the school website. Staff at St James have full timetables, including teaching commitments, meetings and enrichment activities, which mean that it is unlikely that they will be immediately available. Therefore, please email and you will receive a response within two working days.

The table below shows the appropriate contact depending on the nature of the enquiry:

| If the query is regarding...              | The best person for the parent to contact is... |
|---|---|
| behaviour                                 | Head of Year                                    |
| detention                                 | Behaviour Room Supervisors                      |
| social difficulties and friendship issues | Tutor   |
| wellbeing and welfare                     | Mrs Howe  |
| attendance and absence                    | Mrs Wadeley-Jones                               |
| safeguarding concerns                     | A member of the safeguarding team               |
| independent study                         | Teacher of that subject                         |
| progress in lessons                       | Teacher of that subject                         |
| general or other concerns                 | Tutor in the first instance                     |

However, if you would prefer to speak to somebody, you are welcome to telephone the school on 01392 209922 to speak to the appropriate member of staff via the switchboard options. As stated above, if they are not available, please leave a message and you will receive a response within two working days.

If you have an urgent reason to contact us, please do not hesitate to call Reception.