



Calderhead High School Communication Policy

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Customer Response Time & Customer Service Protocols

1. Aim

This policy outlines Calderhead High School's commitment to timely, respectful, and effective communication with all stakeholders, including parents, carers, students, staff, and external partners. It ensures that all queries and concerns are addressed promptly and professionally, fostering trust and transparency.

2. Scope

This policy applies to all staff members, including teaching, support, and administrative staff, and covers communication via email, phone, in-person meetings, and digital platforms.

3. Response Time Standards

To maintain high standards of customer service, the following response times are expected:

- **Parent/Carer Emails or Phone Queries:**
 - Acknowledgement within **2 working days**.
 - Full response within **2 working days**, unless further investigation is required.
 - **Urgent Matters (e.g. safeguarding, medical emergencies):**
 - Immediate response or escalation within **1 hour** of receipt.
 - **Staff Internal Communication:**
 - Emails should be responded to within **2 working days**.
 - For non-urgent matters, responses may be provided within **7 working days**.
 - **General Enquiries:**
 - Acknowledgement within **2 working days**.
 - Directed to appropriate staff or department for response within **2 working days**.
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4. Communication Channels

- **Email:** Primary method for communication. Staff must use professional language and ensure GDPR compliance.
- **Phone Calls:** Preferred method for urgent or sensitive matters. Content of calls can be logged on pastoral notes if required.
- **Meetings:** Scheduled when issues require detailed discussion. Staff should offer appointments within **5 working days** of a request, **during non-contact timetable periods when possible**.

- **School Website & Newsletters:** Updated regularly to provide general information, announcements, and FAQs and monthly newsletter issued by Head Teacher.
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5. Customer Service Protocols

- **Professionalism:** All communication must be courteous, respectful, and inclusive.
 - **Clarity:** Use plain language, avoid jargon, and ensure messages are easily understood.
 - **Confidentiality:** Adhere to data protection regulations and maintain discretion in all communications.
 - **Feedback:** Encourage feedback from stakeholders and use it to improve communication practices.
 - **Escalation:** If a query cannot be resolved within the stated timeframe, it must be escalated to the appropriate member of the leadership team.
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6. Monitoring & Review

- The Senior Leadership Team will monitor response times and service quality through regular audits and stakeholder feedback.
 - A monthly log will be kept of complaints and compliments.
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Method	Response Time
Emails	2 working days
Phone calls	2 working days
In-person caller	5 minutes at reception
Meeting request	5 working days



MONTH:

Please list complaints / compliments you/your department receive by email/letter, phone or verbally from parent/carers/partners/members of community.

[illegible]