

# **Fleet Primary School**

## **Communication Policy and Standards**

Contact with the school should be via the school office in the first instance

### **1. Standards when responding to telephone contact**

- 1.1 We will explain to the caller what action we are taking and make sure they understand why.
- 1.2 We will speak in plain English and avoid using jargon.
- 1.3 We will ring the caller back if we promised to do so.
- 1.4 We will tell the caller that they can contact us if their query isn't dealt with.
- 1.5 We will send the caller the information we promised within 3 school working days for standard information (leaflets and standard letters) and 10 school working days for all others (see below).

### **2. Standards when responding to written communication (letters and emails)**

- 2.1 We will reply to requests for standard information within 3 school working days.
- 2.2 We will reply to all other correspondence within 10 school working days.
- 2.3 We will reply in the same format we received the correspondence in, unless there is a good reason not to do so (e.g. legal obligations).
- 2.4 We will deal with all the issues in the person's query. If it is not our area we will consult with the appropriate member of staff to give as full a response we can in a single letter.
- 2.5 If we cannot reply within 10 school working days, we will send an acknowledgement following the guidelines below.

### **3. Acknowledgements**

- 3.1 If it is going to take us more than 10 school working days to respond in full, we will send an acknowledgment letter and update.
- 3.2 The content of the acknowledgement letter will include:
  - when we received the letter;
  - who is dealing with the enquiry (including full contact details); and
  - when a full reply will be available (response date)
- 3.3 We will then send a fuller response by the date given in the acknowledgement letter.

### **4. Response times**

- 4.1 The receipt date will be the school working day on which the communication was originally received and day 1 of any response timescale will commence on the

following school working day. (i.e. day 3 or 10 will count as the third or tenth school working day after the communication is received).

- 4.2 Other policy or legislation may apply to communications (e.g. requests covered by our publication scheme, requests for information under the Freedom of Information Act 2000, subject access requests under the Data Protection Act 1998 or correspondence which form part of our Complaints Procedure) and in those circumstances we will of course defer to those timescales.

Headteacher: \_\_\_\_\_

Chair of Governors: \_\_\_\_\_

Date agreed: 26<sup>th</sup> March 2015

Review date: March 2018