



# ST. JOSEPH'S COLLEGE

READING • BERKSHIRE

## **Guidelines for Communicating with the College**

These guidelines relate to all sections of St Joseph's College, including the Early Years Foundation Stage.

### **Introduction**

We are keen to ensure that there is always meaningful and effective dialogue between the College and parents. For this reason we would ask parents to be mindful of the following guidance.

### **Letters**

Information relating to health, welfare, safety, safeguarding, pupil absence and admissions procedures or any of the College's statutory duties may be communicated in writing in the form of letters.

### **Email**

Parents should be mindful that whilst email communications may be useful on some occasions, the work of teachers is not desk-based and so responses may take some time to reach you. In the Prep School parents are encouraged, in the first instance, to email the office at [prepoffice@sjcr.org.uk](mailto:prepoffice@sjcr.org.uk). In the Senior School staff email addresses are provided in the Parental Handbook.

### **Telephone Calls**

You are welcome to telephone the College at any time with any query you may have. We will undertake to deal with or redirect your call or take a message to ensure as rapid as possible a response to your request or concern. On occasion parents and pupils may have access to the telephone numbers of some members of staff, for example the phone number of a group leader of a school trip. We do feel that this is an important part of keeping your child safe and you informed. However, these phone numbers are given on the understanding that they are to be used only for those designated, specific purposes. Except in case of emergency it is not College policy for staff to accept phone calls on personal phones either inside or outside normal school hours.

### **In person**

You are most welcome to speak to us in person. Please telephone the Senior School switchboard or Prep School Office to arrange an appropriate time.