



ST. JOSEPH'S COLLEGE

READING • BERKSHIRE

Guidelines for Communicating with the College

These guidelines relate to all sections of St Joseph's College.

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.

Email

Information relating to health, welfare, safety, safeguarding and admissions procedures or any of the College's statutory duties may be communicated in writing in the form of an email. On the occasion that we need something in writing with your signature (e.g. Direct Debit Forms) we will specifically request that you send us a paper copy.

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 (including The Acorn Centre) parents are encouraged, in the first instance, to email the office at prepoffice@sjcr.org.uk

In the Senior School staff email addresses are provided in the Parental Handbook but more generic enquires can be sent to mailbox@sjcr.org.uk

My School Portal

Parents are asked to use My School Portal for two key pieces of communication

- Leave Request form – for use when there is a planned future absence for your child, other than illness, medical or dental appointments, that the Head must approve. Please note that we are unable to authorise holiday in term time for a child who has reached compulsory school age.
- Absence Notification – Please use this form to let us know if your child is going to be absent today or tomorrow, also for use when your child is ill or has a medical or dentist appointment

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.

When running a residential school trip, a mobile phone will be issued to the staff member in charge of the trip and a contact phone number will be given to parents where appropriate. Staff's personal mobile numbers will not be issued to parents and should not be requested.

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.



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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.

Senior School: 0118 966 1000
Prep School: 0118 984 6918