

How Do We Communicate?

We use various forms of communication to ensure that you receive key information about general school matters and those specific to your child.

Website

This contains up-to-date key information on all aspects of school life.

Emails

This is our most common method of communications with home. Information letters are often attached to these emails.

Reports

All students will receive three reports a year that summarise behaviour and progress.

Letters

Letters will be used for a variety of information. Most of the time, these will be emailed home.

Telephone Calls

School staff will call home with any urgent issues or when a conversation would be more beneficial than email.

MCAS

My Child At School (MCAS) gives daily summary information about timetables, attendance and behaviour.

Parents Evenings

We hold one parents evening a year for you to book individual appointments with subject staff.

Special Events/Open Evenings

These will be held for events such as: year 6 transition, year 9 options evening and GCSE achievement evenings.

Facebook/Twitter

Our social media platforms are used to celebrate good news and to reinforce key messages that have been emailed.

Leaflets

A series of leaflets, such as this one, and videos are available on key aspects of school life.

MCAS (My Child At School)

MCAS is a really useful app that helps you keep up to date with how your child is getting on at school. You will be able to see their attendance and behaviour data, both positive and negative.

If you have any questions relating to the information you see on MCAS, we ask that you contact your child's tutor using info@derbycathedralschool.org We aim to reply to email queries within 48 hours.

It is critical that we have the most up-to-date contact information for you. Please email info@derbycathedralschool.org if your details change.

Derby Cathedral School
Midland House, Nelson Street, Derby DE1 2SA
Tel: 01332 325710

info@derbycathedralschool.org.uk
www.derbycathedralschool.org.uk

DDAT
Derby Diocesan Academy Trust

We are proud to be part of
Derby Diocesan Academy Trust.

Home-School Communication

Positive communication
with parents/carers

Derby
CATHEDRAL
SCHOOL

Positive Communication

Positive communication between home and school is so important to ensure the happiness and success of your child.

When communicating with school, we ask that all parents/carers:

- are courteous and polite
- clearly explain any concerns
- book an appointment if a meeting is needed
- allow staff the time to investigate any issues
- do not post details about incidents on social media. This often delays our ability to respond and can make the situation worse for your child

We are really proud of our school and it's positive reputation.

We want our students to be highly desired by colleges, universities and employers. Having positive working relationships with all parents/carers ensures that our students are in the best place to be happy and successful.

We all need to work together to keep this positive reputation in our local and wider community and make sure that our students benefit from this.

Social Media

Derby Cathedral School does not engage in dialogue with parents/carers on social media. We politely request that any worries or concerns, especially those relating to your child, are not discussed on social media. This can often lead to hearsay or incorrect information being circulated around our community which can make situations more difficult for your child. It can also delay the ability of school staff to deal with any situations.

It is very important for school staff to be informed directly and immediately about any issues so that we can respond quickly and effectively.

Please see the 'Who to Contact' section to help you know who to get in touch with.

Complaints

If you have communicated directly with school but are not happy with how the issue has been dealt with then you are able to make a complaint.

Complaints are always best sorted informally. However, if this is not possible, we ask that parents/carers follow the complaints process as set out in our complaints policy available on our school website.

Who to Contact

General Enquiries

If you have any general queries, you can ring reception on 01332 325710 or email info@derbycathedralschool.org

Pastoral Enquiries

Tutor: Your child's tutor is your first point of contact for any queries or concerns you have about your child's lessons, progress or well-being. They may pass on your query if it can be dealt with more effectively but a different member of staff.

We also have a number of staff who may deal with particular queries:

Head of Year: more significant concerns will be passed to a Head of Year by the tutor. They have an overview of all students in their year group and monitor all behaviour information.

Pastoral Support: our pastoral support staff are able to see individual students on a regular basis for more ongoing support. They are also able to signpost students to other agencies or counsellors who support with various aspects of well-being.

Safeguarding Team: we currently have seven staff trained in dealing with safeguarding enquiries. If you have a safeguarding concern about your child or another student, then please get in touch via reception or info@derbycathedralschool.org and mark it for the attention of 'safeguarding'.

SENDCO: all students on the special needs register will have a keyworker who will have made email contact with you.

Senior Leadership Team: The leadership team will deal with any significant queries or concerns that have not been able to be resolved by the Head of Year.

Please be aware that teaching staff will not be checking emails throughout the day as the majority of their time will be spent teaching in the classroom. They will endeavour to answer any email enquiries in 48 hours.