



GUISELEY SCHOOL

Communications Strategy 2019/20

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Last Reviewed	21 May 2020
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Committee:	For Governor information
Responsible Officer:	Director of Administration and Finance

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Introduction

At Guiseley School, we have high expectations and believe that good communication is vital to building a highly effective partnership between school and home to raise standards.

Communication Methods

There are three main methods of communication for you to contact school:

1. Student planners
2. Email
3. Telephone

1. Student Planners

Your child's planner is the main communication tool. Students use it to record homework, class teachers share positive and negative comments about a student's behaviour and progress. We actively encourage parents to use student planners and this should be your first line of communication when communicating with school on day-to-day matters.

2. Email

There are four main emails for parents to use to contact us:

info@guiseleyschool.org.uk is the main email address for general queries

attendance@guiseleyschool.org.uk is the best email for advising school about attendance issues

pa@guiseleyschool.org.uk will make direct contact with the Headteacher's PA

finance@guiseleyschool.org.uk will go directly to the finance office

We also have a dedicated email bullying@guiseleyschool.org.uk which will be monitored daily and available for students or parents to report issues.

Please note that the info@guiseleyschool.org.uk email is managed confidentially by a senior administrator, who will ensure that your message is directed to the appropriate person.

We will respond to your emails as soon as possible and aim to do so within two working days.

3. Telephone

To contact us by telephone the key numbers to use are:

School reception:	01943 872315
Attendance:	01943 872315 option 1
Headteacher's PA:	01943 872315 option 3
Finance Matters:	01943 872315

We also have a dedicated bullying mobile number, **07984 897518**, which will be monitored daily and available for students or parents to text or call in with any concerns.

We welcome your call however recognise that at times our lines are very busy. If you wish to speak with a specific person, especially with our teaching staff, it may be easier to email a request for that person to contact you.

Meeting with Staff

Your child's class teachers, form tutors, curriculum (subject) leaders and the Year teams are always pleased to discuss students' progress and welfare with you. At times a face-to-face meeting is more effective than email or telephone conversations. As you will appreciate, staff have teaching and other commitments during the day so please make an appointment for a meeting in person. Appointments may also be made with our Leadership Team.

Please contact us by email or telephone to arrange a meeting. When coming into school for a meeting please report to Reception, where you will be met by a member of staff and signed in as a visitor. This is important for our safeguarding and fire procedures.

Concerns/Complaints

Guiseley School is committed to taking concerns seriously, and providing a resolution as swiftly and effectively as possible. There are times when, depending on the nature of the concern, you may wish or be asked to follow the school's formal complaints procedure which is set out in our [complaints policy](#) available from our website under 'Documents & Policies'. Formal complaints will be dealt with in a sensitive, impartial and confidential manner.

Injury/Medical Conditions

The School appreciates the considerable efforts parents/carers take to ensure that their child attends school following an injury/illness or onset of a medical condition.

Please be aware that to keep your child safe we need to undertake a risk assessment for them, which documents any adjustments we may need to make to their usual routine in school. We like to discuss this with a parent/carer so we may agree together any adjustments required (such as not using stairs in the tower block and providing access to the lift and/or Student Support Centre).

If your child is returning to school after an injury/illness or onset of a medical condition, please make an appointment in advance of their return to discuss the arrangements with us. It is not always possible to see an appropriate person without first making an appointment and clearly we wish your child to be able to return to school as soon as possible.

Please note that this protocol is without prejudice to any student with long-term disability and who is subject to a personal health plan in school.

Attendance

Students should not take holidays in term time as it has an impact on their education. Any holidays which are taken during term time will not be authorised unless deemed to be in exceptional circumstances. Please refer to our [attendance policy](#).

If a child is unwell and they are unable to attend school their parent/carer must telephone 01943 872315 option 1 or email attendance@guiseleyschool.org.uk every morning that they are absent (before 8am if possible). A text will be sent home if we have not received a reason for absence.

Information and School News

Website

Details of school events, reminders, requests for help and news are shared on a regular basis through our website guiseleyschool.org.uk and are summarised in our newsletter twice a year. This comes out in an electronic format and is published on the website. We also use twitter to share our news with the local community.

Email Communication

The school uses email as the preferred method of communication for passing on information, including newsletters, and letters to parents/carers. Please let us know, in writing, if you require information by text or hard copy at the beginning of each academic year, and/or on admission into the school.

Text Communication

The school uses the SIMS In-touch system to notify parents/carers about attendance issues, detentions, reminders about events and sometimes to pass on urgent and/or important information.

Letters

Occasionally, important information is sent out by letter in a paper format and usually posted. The content will determine if a text is also sent and copies placed on the website. Copies of letters sent home are kept in the school office.

Public Access Documents

The school makes available a range of documentation for parents/carers as outlined in our publication scheme. We keep a master set of documents and make this available on request. It contains copies of all school curriculum policies, minutes of governing body meetings and copies of policies that the governing body are required to have in relation to charging and remissions, sex education, health and safety, appraisal, admissions and action planning following inspection.

PTA (Parent Teacher Association)

This is a forum chaired by parents to discuss school issues and hear parental views. Meetings are held three times a year. A member of the Leadership Team is also present at these meetings. We encourage you to get involved and parents/carers can raise issues for consideration by emailing the chair on pta@guiseleyschool.org.uk.

GDPR

Data received in connection with this strategy will be processed in line with the requirements and protections set out in the General Data Protection Regulation.

Appendix – Key contact details

School reception: 01943 872315
Attendance: 01943 872315 option 1
Headteacher's PA: 01943 872315 option 3
Finance Matters: 01943 872315
Bullying Concerns: 07984 897518

info@guiseleyschool.org.uk
attendance@guiseleyschool.org.uk
pa@guiseleyschool.org.uk
finance@guiseleyschool.org.uk
bullying@guiseleyschool.org.uk

Pastoral Team

Attendance Officer		Sandra Tanner
SENDCO		Fiona Gallagher
Pastoral Support Team:		
Whole School	Social Worker	Ali Brooksbank
	Emotional & Pastoral Mentor	Lauren Hayward
	Lead Learning Support Assistant	Wendy Mangham
	Behaviour Support Worker	Alison Cotter
Year 7 & Transition	Pastoral Leader	Hannah Ogden
	Assistant Pastoral Leader	Catherine Lowe
	Pastoral Support Worker	Rod Wark
Years 8 & 9	Pastoral Leader	Sam Lord
	Assistant Pastoral Leader	Tristan Holroyd
	Pastoral Support Worker	Lisa Gordon
Year 10 & 11	Pastoral Leader	Lisa Ward
	Assistant Pastoral Leader	Vicky Forshaw
	Pastoral Support Worker	Joanne Quillan
Year 12 & 13	Director of KS5	Stuart Gadd
	Assistant Director of KS5	Louise Button
Student Leadership	Student Leadership Co-ordinator	Lauren Hinkley
D of E	Duke of Edinburgh Award Co-ordinator	Alex Fradley

Curriculum Departments

Art & Design and Photography	Katrina Armitage
Business & Economics	Michael Smith
Design & Technology	Sarah Frow
Drama	Anne Dunkerley
English	Rowenna Mackinnon
Geography	David Weight
History	Jonathan Gracey
ICT	Kamaldeep Malhi
Mathematics	Clare Moore
Modern Foreign Languages	Christian Ratcliffe
Music	Stephen Jones
Enrichment	David Moss
Physical Education	Martin Barron
Religious Studies	Jessica Searle
Science & Social Sciences	James Dunn

Child Protection & Safeguarding Team

Lead Designated Officer	Paul Carney	cp@guiseleyschool.org.uk
Child Protection Officers	Ali Brooksbank	
	Stuart Gadd	
	Rod Wark	
Safeguarding Governors	Rachel Firbank / Torge Steffen	govchair@guiseleyschool.org.uk

Senior Leadership

Anyone wishing to contact the Headteacher or the Senior Leadership team should contact the Headteacher's PA on info@guiseleyschool.org.uk or 01943 872315 option 3.

Headteacher		Paul Clayton
Deputy Headteacher	Pastoral and Designated Safeguarding Lead	Paul Carney
Deputy Headteacher	Standards and Curriculum	Stephen Vasey
Assistant Headteachers	Teaching and Learning	Kirsty Cook
	Sixth Form	Stuart Gadd
	Assessment and Reporting	Catherine McGirr
	Pupil Premium, Attendance and Parental Engagement	Rachel Probert
Director of Administration and Finance		Catherine Beaton

Chair of Governors

Lisa Forward	info@guiseleyschool.org.uk
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PTA

Andrew Thompson (Chair)	pta@guiseleyschool.org.uk
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