

## Introduction

Wellington School is a nurturing and supportive community with a friendly, family ethos. Pupils and staff know one another well and the school values strong partnerships with parents. Good communications are at the heart of an effective community and the school endeavours at all times to ensure that relevant information is shared appropriately between staff, pupils and parents.

## General

Wellington School employees have the right to work and carry out their duties in an environment free from violent, threatening or abusive behaviour. When contacting the school, the basic principles of courtesy apply at all times and any approach that may cause staff to feel threatened, intimidated or under pressure to act or respond in a particular way is not acceptable. Teachers and members of the administrative support staff will politely end conversations that they consider to be rude or aggressive, or in any other way abusive or unreasonable.

## Practical Information

Information is provided for parents and members of the wider community in a range of different ways.

- The school uses the platform Groupcall Messenger to communicate with parents.
- Direct contact is made by Groupcall, letter, telephone, text or email, where appropriate. It is essential that the school has up to date details, including home, work and mobile telephone numbers, for anybody who is listed as a contact. Parents are asked to check and update contact details annually, but the school should be notified immediately of any changes to essential contact information.
- Practical information is generally disseminated through Groupcall, the school website, the school's Facebook page or through a combination of these.
- Pupils will sometimes be trusted to pass on information, given either on paper (sent home in school bags) or verbally, relating to trips, activities and other school events.
- The school calendar can be found on the school website and it is updated regularly.
- Parents' Meetings and a variety of other events are provided either in school or online for parents, who are encouraged to attend those relevant to their children. Parents' Evenings are listed on the school calendar and, in addition, a written invitation to each is issued directly via Groupcall. Individual appointments, where appropriate, are made via the platform SchoolCloud.

## Contacting the School

Parents needing to check practical arrangements or find out routine information should contact the school office, either by telephone (01292 269321) or by email ([info@wellingtonschool.org](mailto:info@wellingtonschool.org)). If the information required cannot be provided immediately, an appropriate member of staff will respond within a reasonable length of time, which will depend on the nature of the request.

If a pupil is unwell and kept at home, parents must notify the school at the start of the day by emailing [absence@wellingtonschool.org](mailto:absence@wellingtonschool.org) or by telephone call.

Permission for planned absence of no more than one day should be sought in advance by contacting the relevant Form Tutor or Head of Year. **Formal permission for longer absences must be sought in advance by writing to the Deputy Head.**

From time to time, parents may wish to discuss an issue relating to the academic progress or the wellbeing of their child. The first point of contact should be the Head of Year, who will either deal with the query or pass it on to the appropriate member of staff. Issues relating to Child Protection may be raised directly with the Assistant Head (Pastoral).

Parents wishing to raise significant concerns should first consult the Complaints Procedures for Parents, which are available on the website. **Face-to-face meetings must be arranged in advance by appointment, as conversations that take place without adequate time for the relevant staff to prepare are seldom effective or helpful.**

Significant concerns and complaints will always be treated seriously and followed up by a senior member of staff. Those expressing concerns, however, cannot expect meetings to take place immediately on demand, nor can they dictate the member(s) of staff who will attend.

All matters relating to the payment of fees and finance should be directed either to the Finance Office or to the Finance Manager.

Full details of how to contact the school can be found on the website, under the 'Contact' heading and also under 'Parents Information > Care & Nurture'. A list of key contacts can also be found at the foot of this document.

### **Contact with Parents**

An appropriate member of staff will always communicate with parents as a matter of urgency if an issue arises in which the safety or wellbeing of a pupil has been affected or is at risk. This will include any situation where emergency medical assistance has been required.

### **Pupil Progress**

Parents are kept informed about the progress of their children through the means of formal School Reports and Parents' Evenings. Parents' Evenings for S1 - S6 operate either face-to-face or online on a system of five minute appointments that are organised by the pupils and their teachers. Pupils do not generally attend Parents' Evenings at Wellington School.

If there are significant concerns regarding the progress or conduct of a pupil, an appropriate member of staff (normally the Head of Year or relevant Head of Department) will contact the parent directly in order to address the concern promptly and effectively. School Reports are not generally used as a mechanism for raising significant concerns, which are usually addressed as and when they arise.

### **Use of Email**

Email is a popular means of communication, but problems can easily arise if it is not used with appropriate care. Detailed guidelines regarding the use of email are issued to all members of staff.

Subject teachers are not required to enter into email correspondence with parents. Email contact should be through the relevant Head of Year or another senior member of staff.

Anybody contacting the school by email during term time should receive a response within 2 working days. If more time is required to answer a query fully, a holding reply will be sent indicating when a full response can be expected, which will generally be within 10 days.

We encourage and expect our staff to be able to disconnect during school holiday periods. Emails and messages sent out of term time may not be responded to within the timescales indicated above.

### **Social Media**

The procedures and response times documented here do not apply to Social Media. Facebook 'private messages', Twitter 'direct mail', WhatsApp and HEJA are not official means of contacting the school and as such, messages are only checked intermittently. In the first instance, your enquiry should be directed to the relevant key contact (see below) or to the school office ([info@wellingtonschool.org](mailto:info@wellingtonschool.org) or 01292 269321). If your enquiry relates to Marketing, please email Miss Cassells via [press@wellingtonschool.org](mailto:press@wellingtonschool.org)

SPJ  
May 2023

### **Key Contact Details**

Headmaster, Mr Johnson - [headmaster@wellingtonschool.org](mailto:headmaster@wellingtonschool.org)

Deputy Head, Mrs Windows - [mwindows@wellingtonschool.org](mailto:mwindows@wellingtonschool.org)

Head of Junior School, Mr Cox - [jcox@wellingtonschool.org](mailto:jcox@wellingtonschool.org)

Assistant Head (Pastoral), Mr McDougall - [amcdougall@wellingtonschool.org](mailto:amcdougall@wellingtonschool.org)

Assistant Head (Academic), Ms Johnston - [gjohnston@wellingtonschool.org](mailto:gjohnston@wellingtonschool.org)

Finance Manager, Mrs Peters - [lpeters@wellingtonschool.org](mailto:lpeters@wellingtonschool.org)

Head of Senior Years (S5/S6), Mr Byers - [abyers@wellingtonschool.org](mailto:abyers@wellingtonschool.org)

Head of S3/S4, Miss Duffy - [nduffy@wellingtonschool.org](mailto:nduffy@wellingtonschool.org)

Head of S1/S2, Mrs Hunter - [lhunter@wellingtonschool.org](mailto:lhunter@wellingtonschool.org)

Head of P7, Mrs Clachan - [lclachan@wellingtonschool.org](mailto:lclachan@wellingtonschool.org)





