














Ivel Valley School & College Communication Charter



Communication Method		What should I use this for?	When can I expect a response?	
    	Face to Face	Brief or urgent information. Staff have very limited time so will not be able to talk for very long. Please follow up with a Dojo message or email if you need to.	Straight away – however, they may have to seek clarification regarding any queries.	
	Class Dojo	Messages to individual staff or to class teams. However, urgent information may not be picked up – please call the school/college office with anything urgent. Teachers will read Dojo messages before 08:30am, any sent after that may not be read. Teachers will endeavour to respond to messages that are sent before 08:30am depending on their availability.	Staff will endeavour to respond within one working day (note that some staff are part-time), but could be up to 5 working days	 
	Direct email	Please email staff directly if you have anything that requires a more formal response or more detailed information. Please only email either class teachers, senior staff, or the school/college office.	Within five working days	
	Email to Ivel Valley office	Any information that you would like to be passed on, including any concerns or complaints.	Response within one working day – this may be to let you know that they've passed a query on	 
	Telephone calls	Urgent information or queries – including those that might need an immediate response. Queries or messages for class staff should be communicated via a telephone call to the school/college office if you are getting in touch after 08:30am	Immediate response from the school office – they will direct your message or query as appropriate. You may have to wait up to five working days for a response from class teachers.	 

Staff will endeavour to respond within the time scales above, but within their working hours. Please do not expect a response during evenings and weekends