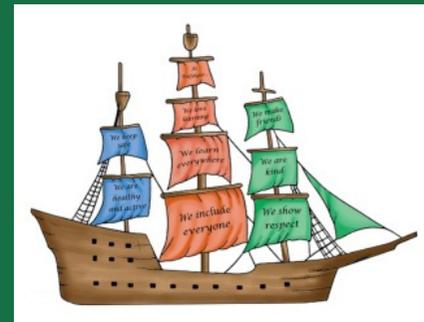


COMMUNICATION GUIDELINES

@ TRAFALGAR COMMUNITY INFANT SCHOOL



01

WE WORK BEST TOGETHER - WITH MUTUAL RESPECT

We value a close and productive relationship with families to enable us to do the best for every child. We will always seek to communicate with respect and kindness and ask that everyone does the same. Please be aware that sharing concerns on social media can inadvertently make things worse.

02

WE WILL RESPOND TO ENQUIRIES WITHIN 2 WORKING DAYS

Our office team work hard to respond to all enquiries within a maximum of 2 working days; directing queries to the best member of staff. We will prioritise communications according to need.

03

APPOINTMENTS TO SPEAK IN PERSON SHOULD BE MADE IN ADVANCE

This is to avoid disappointment. The majority of our staff are teaching or in meetings during the school day. You are always welcome to book an appointment via the school office.

04

SCHOOL CORE HOURS ARE 8.45AM-3.45PM

The office will respond to emails and calls within these hours. Teachers may call or email outside these hours but this is not an expectation. Staff are not expected to respond during weekends and school holidays.

for more information please see our communications policy