

# Meopham School

A Member of Swale Academies Trust

Headteacher: Mr G Prebble BEd Joint Honours NPQH  
Executive Headteacher: Mr S Cox MA



Wrotham Road Meopham Kent DA13 0AH

Tel: 01474 814646

Website: [www.meophamschool.org.uk](http://www.meophamschool.org.uk)

12th September 2023

Dear Parents / Carers

Re: Improving home-school communication

As mentioned by Mr Prebble in his welcome back letter, we have been reviewing our whole school communication processes. This is in response to feedback from parents / carers, and also school colleagues.

These new communication processes should mean that any contact with the school is directed to the right person to deal with your queries or concerns, and this should therefore ensure quicker responses.

To streamline e-mail communication, we have established a centralised contact hub where you can find forms for contacting us about the following:

**Heads of Year / pastoral queries** - this form should be used for contact relating to Tutors, Heads of Year or other pastoral matters

**Academic queries** - this form should be used if you wish to send a message to the Learning Leader, or specific department Curriculum Leader.

**SEN enquiry** - this form should be used for all SEN enquiries

These forms and the schools phone number and address can all be found on the Meopham School website under the 'Contact us' page:

[Meopham School - Contact Us](#)

Safeguarding concerns should continue to be emailed to the Safeguarding email address, (or called into school, if urgent) which can also be found on this page. The school main office email address and phone number is also shown for general enquiries.

Please note that all new pastoral or academic email enquiries must now be sent using these forms and should not be sent directly to teaching or support staff.

In addition to the contact forms for email communications, we have recently invested in a new phone system that will significantly improve our ability to handle and document phone conversations. This system will record all external phone calls. This step has been taken to allow us to address any concerns or queries more effectively. All data collected from these phone calls will be processed in accordance with our Trust GDPR policy, will be held confidentially, and deleted at regular intervals to ensure no data is held for longer than is necessary.

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To ensure that our staff can adequately respond to your queries or concerns, we have established a 48-hour response window for non-urgent communication. We kindly request your understanding and cooperation in respecting these timeframes, which will allow colleagues time to investigate and address any concerns systematically and provide comprehensive responses.

We have also reiterated to our staff that emails should only be sent during working hours - between the hours of 8:30 am and 5:30 pm. This will enable us to provide you with the required attention while maintaining a healthy work-life balance for our staff.

Finally, we kindly ask all parents / carers to maintain a respectful tone and manner when communicating with the school. Demonstrating empathy, understanding, and patience will help facilitate positive exchanges that ultimately benefit our students and school community as a whole. Colleagues have been instructed to not engage with abusive or aggressive emails or telephone conversations.

In instances where a query or complaint from a parent cannot be resolved within a two email exchange, staff will refer the matter onto the appropriate line manager, or invite parents into school for a discussion. We reserve the right to end an email exchange that is not seeking a resolution but is simply vexatious. We believe these improved communication protocols will contribute to a stronger partnership between home and school. Should you have any questions or concerns regarding our new communication protocols, please do not hesitate to contact the school office.

Thank you for your cooperation and continued support in this matter.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'D McQuillan'. The signature is fluid and cursive, with a prominent loop at the end.

Mr D McQuillan  
Deputy Headteacher