

Cheetwood Community Primary School

Communication Protocol

JANUARY 2021

Staff are now working in a period of time where communication with pupils and parents is largely via electronic means (such as email) and via the school's online learning platform Google Classroom.

The following communication protocol is therefore in place at the school:

- **Queries sent to staff via Google Classroom from parents or pupils about current remote learning/homework will be responded to, on the same day, where possible, by 4.30pm (weekdays only).**
- **No response will be made on Google Classroom by staff after 4.30pm on a weekday, over a weekend, on bank holidays or during school holidays.**
- **Staff will endeavour to respond to email enquiries from parents on any matter (not just home learning) within 2 working days.**