



Introduction

Wellington School is a nurturing and supportive community with a friendly, family feel. 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.

Practical Information

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

- Direct contact is made by 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 often posted on the school website and on the school's Facebook page.
- Pupils will often 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 will be posted on the website at the start of each term.
- Parents' Meetings and a variety of other events are provided 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 by email.

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). 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 or by telephone call. When the pupil returns to school, he or she must provide the Form Tutor with a note, explaining the reason for absence, written and signed by a parent.

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 (Pupil Welfare).

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

Full details of how to contact the school can be found [here](#) and specific Guidance contacts can be found [here](#). 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 on a system of five minute appointments that are organised by the pupils and their teachers. Pupils do not 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 48 hours. 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.

Social Media

The procedures and response times documented here do not apply to Social Media. Facebook 'private messages' and Twitter 'direct mail' 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 or 01292 269321). If your enquiry relates to Marketing, please [email](#) Miss Bianchini.

SPJ

August 2017

KEY CONTACT DETAILS

Headmaster, Mr Johnson	headmaster@wellingtonschool.org
Deputy Head, Mrs Smith	csmith@wellingtonschool.org
Head of Junior School, Mr Cox	jcox@wellingtonschool.org
Assistant Head (Pupil Welfare), Mrs O'Connell	noconnell@wellingtonschool.org
Assistant Head (Academic), Ms Johnston	gjohnston@wellingtonschool.org
Bursar, Mr Kennedy	dkennedy@wellingtonschool.org
Head of Senior Years (S5/S6), Mr Byers	abyers@wellingtonschool.org



Wellington
SCHOOL

Communications Policy

Head of S3/S4,
Mr McDougall

amcdougall@wellingtonschool.org

Head of S1/S2,
Mrs Hunter

lhunter@wellingtonschool.org

Head of P7,
Mrs Clachan

lcachan@wellingtonschool.org