



Guidelines on how to contact a member of staff

If you need to contact a member of staff in school, please bear the following protocols in mind:

1. **Email:** Where possible, we encourage you to:

- email the office at school@friern.barnet.sch.uk who will forward your email to the correct member of staff or
- send your email direct to the member of staff concerned

Most queries can be dealt with effectively through email and this will usually lead to the quickest response time.

2. Most queries which cannot be dealt with via email can be resolved quickly and effectively via a telephone call.

Telephone: If your query requires you to speak to a member of staff, please contact the school office on 020 8368 2777 and they will:

- put you through to the extension of the member of staff you wish to speak to OR
- take a message and pass it onto the relevant member of staff if they do not have their own extension

Please note the following:

- the majority of staff are in lessons for most of the school day and are unlikely to pick up your messages straightaway

3. **Meeting:** in a small minority of cases, it might be necessary to arrange a meeting to discuss an issue. Please be guided by the member of staff concerned as to whether this is the best method of addressing your query since in most cases, a conversation via telephone will resolve the issue.

Response Time: Staff will always try to respond to requests quickly but please bear in mind that most staff will be teaching or will be on duties for most of the school day. The expectation is that you should receive a response within two working days.

NB1: We ask that parents do not come into school to meet a member of staff without having made an appointment as it will be very unlikely that they will be available to meet you.

NB2: If you need to contact a member of staff regarding an urgent matter, please make the office aware of this so that they can get a message to the relevant person immediately.

In the unlikely event that you are experiencing difficulties with the protocols above, please ask to speak Mrs Read, the Office Manager who will direct your concerns to the most appropriate senior member of staff.