



Horsley CoE (VA) Primary School  
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11 May 2023

Dear Parents/Carers

I wanted to take the opportunity to remind you about school protocol for communicating with staff. A member of Reception (Foxes) staff is always available at the beginning or end of the day to discuss any matters. All staff will make themselves available to discuss concerns at the end of day. If you are not available at drop-off or pick-up, and you have a concern, do telephone the office to make an appointment to speak to your child's class teacher; staff will be keen to get back to you.

You can also email the office (admin@horsley.gloucs.sch.uk) to request the class teacher contact you. Julia will let the member of staff know accordingly. Please note, it is not school policy to communicate with class teachers or TAs via email. There will be some exceptions to the rule. Staff may provide parents with a brief update on behaviour via email if a child is on a Behaviour Plan, for example, and you are not available at the end of the day to collect your child.

Staff are not expected to communicate in the evenings via email. Staff are typically in school from 8:00am until as late as 6:00pm, sometimes later on event nights. I cannot expect staff to be engaging in email dialogue in the evenings, in addition to their day-time role.

As headteacher, I operate an open-door policy and will make myself available if you have any concerns, or cannot resolve worries with your child's class teacher. Do contact me via telephone to discuss any concerns. Please feel free to email me directly if you have any worries (head@horsely.gloucs.sch.uk).

The well-being of pupils and staff are important to me at Horsley. We are indeed very lucky to have such a committed and hard-working team. Naturally it is important we work together to ensure pupils and staff thrive to achieve the best outcomes for all.

Thank you for your understanding.

Yours faithfully,

Gary Price  
Headteacher

