Gracemount High School Communication Procedures

How we keep in touch

We keep our school community up to date in the following ways. Hopefully, you can find a lot of the general information you require about the school here,

Website – our website is uploaded regularly Gracemount High School Edinburgh and contains documents and Information about our community.

School email and groupcall text - Email and text is used to contact you with information such as our Head Teacher update subject choice, parents evening

Phone – the school phone number is **0131 664 7440** and we will call you to follow up on any unexplained absences from school, or if a member of staff wishes to talk with you. If possible, please save our number in your contacts so we do not show up as an 'unknown call' on your phone.

How you can contact us - We ask that you send all enquires to the school email address Admin@Gracemount.edin.sch.uk or by phoning the school office on **0131 664 7440**. We will then direct your enquiry to the appropriate member of staff.

If possible, could you highlight if your enquiry is in relation to a subject specific query, support for learning, pastoral and wellbeing or a member of SLT. This will just allow the message to be passed to the correct person as efficiently as possible.

Reporting your Child Absent - If you need to report your child absent, please call the school before 8.30am on 0131 664 7440 and select 1. Alternatively, you can email Admin@Gracemount.edin.sch.uk and confirm the child's full name, year group and reason for absence

If you wish to see a member of staff in person, please make all appointments in advance. Please note that for parents/carers who turn up to school without an appointment it is unlikely that you would be seen however the office will take your contact details and an appropriate person will be in touch within 5 working days.

Response Time - Please note all our staff have substantial fixed commitments throughout the day such as teaching classes and meetings. Therefore, they may not be able to get back to you immediately. You will receive an acknowledgment within 48 hours of your contact, and the appropriate person will be in contact within 5 working days to agree next steps and actions.

Please note if a teacher has contacted you directly to discuss your child, then you do not need to go through the admin account to reply.

Expected Behaviours - Thank you for always being polite and respectful in your communication with staff at the school – we do appreciate it. However should the actions of any adult become unacceptable we will implement the policy-on-managing-customer-contact-in-a-fair-and-positive-way. Unacceptable actions are grouped under 4 headings:

1. Aggressive or abusive behaviour
2. Unreasonable demands
3. Unreasonable levels of contact
4. Unreasonable use of complaints process

Customer Complaints - We understand that you may not always be happy with the service the school provides and may wish to make a complaint. We would encourage you to contact the Head Teacher in the first instance who will explain the complaints procedure to you aim to resolve at stage 1.

Further details of the complaints procedure within Edinburgh City Council can be found here can be found here Comments and complaints – The City of Edinburgh Council

Not Receiving Communications - If you are not receiving communications from the school, please contact the school office and we will look into this.