Our overarching and common objective as parents / carers and teachers is to give the students the very best education. Part of successfully achieving that goal is to ensure that all parties have communication channels open and that expectations are realistic and, more importantly, work! The difficulty is that everyone is very busy – and we all want the information now! We will endeavour to respond to all communication within 48 hours.

At Shirley High School teachers, on average, teach 100 students on a weekly basis. In addition to that they will have marking, feedback, a daily tutor group, strategic planning and, almost certainly, at least one after school activity. They work extremely hard to deliver a full and stimulating education for their students. We know how important it is that we keep you informed on your child’s progress. It is also important that we support our teachers to ensure that they have the time and energy to deliver their curriculums. Here are our Top 7 tips to communicating with the teachers:

**Communicating with teachers**

There are a number of key policies regarding communicating with teachers;

1. Your first conversation on a subject-specific issue should be with your child’s subject teacher. Please cc your child’s tutor.
2. Your first conversation regarding a more general academic or social issue should be your child’s tutor.
3. If you wish to escalate an issue, you can do so to your child’s Head of Department or Head of Year.
4. Contact emails can be found under the Contact Us tab on the SHS website.
5. Please do not expect a response at weekends. We completely understand that it may be convenient for you to email at the weekends. However, it is most likely that a response will come during the following week.
6. When emailing, please keep them as short as possible with a clear request. Teachers often do answer their emails outside of work hours and have little time for meetings due to their very tight time-tables. The clearer the request, the better chance this is of a swift, positive outcome!
7. Please, always say thank you!

**Communicating with you**

There is a whole range of channels that we use to share information with you:

* Email – (Please provide an up-to-date email address to office@shirley.croydon.sch.uk as this is the primary form of communication).
* Text
* Letters from the Principal
* Website posts
* Website: school calendar – www.shirley.croydon.sch.uk
* Facebook – www.facebook.com/shirleyhighschool
* Twitter - @SchoolShirley
* Instagram - shirleyhighschool
* SIMS App - www.capita-sims.co.uk
* Newsletter (termly)
* Telephone calls home

We do not use every channel for every activity at school. It would simply not be possible to generate that level of information on a weekly basis. However, important communications are emailed home and posted on the SHS website. In order to keep abreast of ongoing activity in school, we strongly recommend following Shirley High School on Twitter. These will give on-going, digestible updates on general school activity.

It is also worth stating that while we do our utmost to keep the website completely up to date it is not possible on a daily basis as it reflects constantly evolving information. It currently has over one hundred live pages! It can be frustrating if the piece of information that you need at a particular time is not there. However, simply email us; we will give the information you need and you will have prompted us to update a particular page. That’s great teamwork!

Both teaching and non-teaching staff can spend a lot of their time responding to queries when the answer is on the SHS website or has been communicated already. Please do read the communications that we send before contacting us. If you can’t find something on the SHS website by using the drop-down tabs, please use the search button before contacting us. Thank you!

**What do we do to build parent communities?**

* Friends of Shirley High School (FOSH)

Friends of Shirley High School plan and undertake events in the school and the local community. Ideally this association would include members from the following; parent/carers, staff and governors of Shirley High School, local residents, local community groups, local businesses and local organisations.

There will be a variety of ways to be involved such as, attending meetings, fundraising, helping at community events, offering work placements or offering particular services of benefit to our school and local community.

If you would like to be a member of this association, please complete the application form on the SHS website.