



# St Mary's Catholic School

Benton Park Road, Newcastle upon Tyne. NE7 7PE

*where everyone can succeed*



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Dear Parent/Carer,

At St Mary's we pride ourselves on excellent communication with parents and we believe that it is through working together with parents that we can best support our students and enable them to flourish and reach their full potential. Building excellent working relationships with parents really is essential to our work and very important in ensuring your child's success. Therefore, if you have a query or concern at any time, or if there are ever any matters you would like to discuss with us, please do not hesitate to get in touch and we will ensure we respond in a timely manner.

To ensure that communication between home and school continues to be excellent, I thought it would be helpful to outline how we would like parents to communicate with the school. At St Mary's we feel that communication via phone call or in person is always much more effective than communication by email. At times, email communication can be very impersonal and, on occasions, the sentiments expressed in an email can be misconstrued. Therefore, at St Mary's we do not communicate with parents via email, as we feel that a much more purposeful discussion can take place via phone call or during a meeting in school.

Therefore, if you wish to speak to a member of staff, please do not hesitate to give us a ring in school. If the member of staff you wish to speak to is not available at the time of your call, you will be able to leave a message with our admin team. We assure you that the member of staff will get back to you in a timely manner, either to discuss the matter with you by phone call or, if appropriate, to arrange a meeting with you in school. Please do not come into school to speak to a member of staff without an appointment as, due to teaching and other commitments, staff will not be able to meet you without an agreed appointment time.

Thank you once again for your tremendous support and we look forward to our continued work together.

Yours sincerely,

Miss D Largue  
Assistant Headteacher Pastoral