

SEVENOAKS SCHOOL SUMMER PROGRAMME

Communications Policy

Routine Communications

A successful partnership between Sevenoaks School Summer Programme and parents, agents and guardians is based upon open communications. We foster links with the community, parents, pupils and former pupils. The Director or Coordinator is the first point of contact for parents, and he or she should be contacted in the first instance about any concern regarding an individual pupil.

Email

The school cannot get involved in disputes between parents in the event of separation or divorce. All correspondence and information will be sent to all holders of parental responsibility, unless there is a court order to the contrary (which is rare). The interest of the pupil must always be paramount and it is important that parents agree on decisions to avoid the child or the Summer Programme being involved in disputes including, for example, participation on excursions, or activity choices. Parents should be aware that in the event of disagreement, the summer programme will endeavour to meet the pupil's choices or preferences where we judge it to be in his or her best educational interest.

Email is the simplest form of communication. Pupils can send and receive emails from many computers in the school and remotely. Parents may wish to use email for contacting staff. Please email SSSP@sevenoaksschool.org and you should receive a reply within 24 hours during term time.

Where parents are separated or divorced copies of letters and emails will normally be sent to both parents.

Website

The website provides a range of information about the Summer Programme.

Telephone

Mobile phones are allowed on the understanding that they are not used during lessons, activities or meals. Mobile phones must be clearly and indelibly named and are the responsibility of the pupil. Cameras on mobile phones must not be used in such a way as to harass or cause distress to another pupil or member of staff. The school monitors the use of ICT to protect from inappropriate sites but parents need to be aware that it is not possible for the school to filter or monitor websites accessed by students on personal mobile phones

with 3G/4G internet access. Most pupils have mobile phones. Boarders have access to incoming phones. In an emergency pupils should ask House Staff.

Video Calling

Those with laptops or other internet-enabled mobile devices may use Skype, Facetime or other video-calling services to contact friends and family at any reasonable time of day, subject to technical restrictions of the school's network.

Emergency Communications

Parents must ensure the Summer Programme always has current contact telephone numbers and email addresses so that contact can be made in an emergency, such as unplanned closure due to power failure, or an injury to your son or daughter. We will attempt to contact you by telephone if your son or daughter is injured or taken seriously ill. If the school is closed for more than one day, due to adverse weather or some similar problem, an update will be posted on the website at least once a day. In the unlikely event of a more serious incident, the response will, inevitably, depend on the circumstances. The first and greatest priority will always be to look after the pupils. The second priority will be to give parents the fullest possible account of events as soon as possible; we will always tell you personally if your son or daughter is injured, or has suffered some mishap unless the emergency services take this responsibility and instruct otherwise.