



When contacting school please direct your communication via one of the following options:



### Frequently Asked Questions:



#### What happens when I send an email?

Each mailbox is managed by a member of staff who is specialised in that area. If they are unable to answer your question they will forward it on to someone who can or find the answer before returning to you. If your email is for a specific person, they will ensure it is forwarded on or, if the member of staff is unavailable, identify an alternative member of staff who can respond to your enquiry.



#### How long will it take someone to get back to me?

We will always endeavour to respond to any communication received by either email or telephone call at the earliest possible opportunity. However; you should never expect to have to wait more than 2 working days (48 hours) for a response during term time.

## Frequently Asked Questions:



### **What if I need an urgent response?**

If you have an urgent query or if you need to speak to someone about an urgent matter we always recommend that you telephone school rather than emailing. Whilst we cannot guarantee that you will be able to speak to a specific person (for example, teaching staff are unlikely to be available due to teaching commitments), we do guarantee that someone will be able to help you.



### **What do I do if I don't know which email address to use or which option to select when I call?**

If you're not sure where to send your email, use the **General Enquiries** box ([enquiries@penistone-gs.uk](mailto:enquiries@penistone-gs.uk)) and we'll make sure it gets to the right place for you. If you are calling school and you don't which option to select, please select '0' or hold for a member of our reception team and they will direct your call to the right place. We have also provided some examples to assist you on the document attached.



### **I know which member of staff I want my email to go to, can I send it to them directly?**

Our staff, particularly our teaching staff, are extremely busy with commitments to their teaching classes during the school day and often run enrichment opportunities for students or attend other within-school activities at the end of the school day. As a result they don't always have time to frequently monitor their email boxes. On occasions members of staff are also unavailable for periods of time as a result of attending a course, fulfilling pre-existing diary commitments or because of absence from school. By asking that all emails are sent via a central mailbox we can ensure that your enquiry is dealt with as efficiently and effectively as possible, improving the level of service we provide to you. To help us, if you know who you need your email to reach please clearly indicate this within your correspondence.



### **What time is school open if I want to call and speak to someone?**

There are staff available to answer your calls between 8am and 4pm Monday to Friday during term time (all of our 'options' have mailboxes which are checked at the beginning of each day should you be calling outside these times). Please note; if your call is for a member of teaching staff, they have timetabled classes and will be unable to speak to you straight away during the school day (8:15 to 3pm). Where this is the case we will take your details and they will call you back. We do receive a high volume of incoming calls and are grateful for your patience at busy times.



### **What do I do if the information I need to send is confidential or sensitive?**

All staff at Penistone Grammar School ALC have the highest regard for confidentiality and the protection of data when undertaking their duties. Our mailbox managers will only share information with the intended recipient(s). Should you still feel unable to contact us via a central mailbox please telephone school and we will provide further guidance in terms of where to direct your email.



### **What if I need to contact someone in the holidays**

We operate a skeleton staff during the holidays. If a central mailbox will be unattended throughout the holidays you will receive an 'Out of Office' message which will provide you with instructions about where to redirect your email.



## Examples of common enquiries and where these should be directed:

