



## COMMUNICATION POLICY

### Introduction

Schools have many lines of communication to maintain: with parents and carers, with other schools, with the community and within the school. Good communication between all these groups is essential, and children achieve more when everyone works together. Parents and friends of the school can naturally help more if they know what the school is trying to achieve.

### Aims

In our school we aim to have clear and effective communications which enable us to share our aims and values, between staff and through keeping parents informed about school life. This reinforces the important role that parents play in supporting the school. Our aims are to ensure that communication is clear, comprehensive, two-way and timely.

The school will endeavour to resolve any issues that concern parents as quickly and effectively as possible and will endeavour to acknowledge the communication should it not be possible to deal with the matter in the short term.

The school will use a variety of methods to respond to communications received from parents – email, telephone, a meeting, or letter.

### Range of Communication Methods

Our general communication methods include:

- Letters to parents
- Monthly newsletter
- Principal's newsletter
- Class/Year Group/ Key Stage assemblies and parent assemblies
- Homework packs
- Notice boards
- Parent evenings
- Evaluation questionnaires
- Termly reports to parents
- Parent and staff handbooks
- Weekly class notes
- School website & wiki-spaces
- Whole staff bi-weekly briefings and termly meetings
- Key Stage and Year Group meetings



- School fair
- Parent workshops
- SMT open door policy for staff
- Daily planners
- Email & text messaging between staff
- Policies
- Calendar
- Curriculum letters
- Report cards/behaviour charts
- Weekly diary notes

### **Home School Agreement**

Our home-school agreement explains the schools aims and values, the school's responsibilities towards the children, the responsibilities of parents and what the school expects of pupils. We ask parents to sign this agreement when their child starts at our school and to renew it each year.

The agreement covers the standard of education in our school, the ethos of the school and our expectations regarding attendance, behaviour and homework.

### **Parent Handbook**

Our Parent Handbook contains a range of specified information to give parents a full picture of provision at our school. We update this annually.

### **Home-School Communications**

The Principal sends a newsletter to parents each month containing general details of school events and activities and any changes in procedures. Other letters of a general or specific nature are sent out as and when necessary. There is a monthly pictorial newsletter sent to parents showing what the children have been doing in school over the last month and contains contributions from the pupils and teachers.

At the beginning of each term, a curriculum letter is sent to parents outlining the work to be covered in the forthcoming term.

Reading record books and home/school Planner are sent home daily. These can be used by parents to record a wide range of information that they wish to share regularly with the teacher. Teachers use the Planners to record homework assignments and as a regular channel of communication with parents.



The school encourages parents to share any issues about their child at the earliest opportunity. Teachers will meet with parents immediately, if at all possible. Where this is not possible, the parent makes an appointment. Parents usually have the opportunity to talk with staff when they collect them after school.

We hold meetings at the beginning of each new academic year with parents to explain the curriculum for that year with them and any changes that may take place in their child's new Year Group.

We send out three reports each year to parents on their child's progress in school. The parents also have the opportunity to discuss these reports at our parent consultation evenings following the issue of reports.

If a child is absent from school and we have no indication of the reason, we contact a parent/carer by telephone on the third day of absence to find out the reason.

If parents wish to raise a concern or make a complaint, then we follow the procedures as laid down in our Complaints Policy.

### **Communication with other schools**

Whenever a child leaves the school to transfer to another school, we issue a transfer letter and the child's latest academic report to the new school.

### **Communications within our school**

To keep everyone up to date with events, there are whole school briefings held three times a week and the notes are also emailed out to staff. The signing in board has notices re staff absences and cover. There is a staff notice board in the signing-in area for miscellaneous notices.

All of our systems and procedures are detailed in the Staff Handbook and also issued to staff annually on a memory stick.

Written communications are issued to staff via their pigeon-holes in the signing in area.

There is a register for each class and children's records including medical information is kept in the Registrar's office.

Staff member's details are kept locked away with HR. These details are not shared with other members of staff or outside agencies.

A planning file can be found in every classroom containing long, medium and short-term plans for that class group.

Electronic communication is used to keep in contact with staff outside of school hours.



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## **Roles and Responsibilities**

### **The Principal is responsible for:**

- Ensuring that the school has effective communications with all its stakeholders

### **SMT are responsible for:**

- Ensuring that staff receive all relevant information and documentation they need to carry out their roles
- Dealing with more serious complaints/issues as per the Complaints Policy
- Holding regular meetings with staff to pass on information, check paperwork and deliver INSET

### **Staff are responsible for:**

- Responding to communications as soon as possible and for acknowledging it should it not be possible to deal with the matter in the short term
- Regularly checking the Daily Planner for any communication from home
- Using the Daily Planner as a means of communicating with home
- Attending meetings and briefings
- Meeting with parents about issues concerning their child
- Reporting issues to the relevant person or to their line manager

### **Admin staff are responsible for:**

- Ensuring that all letters and newsletters are distributed to the relevant persons
- Ensuring that all parental contact information is accurate and current
- Making appointments with parents on behalf of teaching staff and SMT
- Dealing with initial verbal queries from parents

### **Parents are responsible for:**

- Ensuring the school is informed of known absences of their children
- Ensuring their children always have their Daily Planner with them
- Checking the Daily Planner each day
- Working with children to ensure they receive all paper communications sent by the school via the pupils
- Ensuring all contact information for them held by the school is up to date and correct