



Grayshott CE Primary School

Communication Policy

Non-Statutory Policy

**Approved at FGB:
11th October 2023**

**Review Date:
October 2024**

Grayshott CE Primary School Communication Policy

Aims and objectives

We believe fostering positive partnerships between parents and schools underpin our commitment to improving the quality and extent of parents' involvement in their child's learning and the important role they play in their child's education.

In line with our school's values, we believe that love and respect should be the foundations of all our communications. Effective and interactive communication promotes effective partnerships between schools and families. It helps to develop understanding and build trust between our staff, governors, pupils, families and the wider community. The purpose of this policy is to ensure there is a consistent approach which ensures effective communications between colleagues, with our pupils, with their parents and with other members of the wider community.

We need to ensure that communications between all members of the school community are clear, professional, timely and appropriate. We also want to ensure the school has a high and positive profile in the local community. This will ensure Grayshott CE Primary School is a thriving and a successful part of that community.

All communications should:

- Ensure staff, pupils, parents and other stakeholders are well informed.
- Be consistent with school policies and core values.
- Be open, honest, ethical, professional and timely.
- Use jargon free, plain English and be easily understood by all.
- Use the methods of communication most effective and appropriate to the context, message and audience.

Responsibilities

This section details the responsibilities of the different groups within the school.

The senior leadership team will:

- Be available to staff and other stakeholders, and be visible around the school
- Ensure staff have the relevant information available to communicate with colleagues effectively.
- Maintain open channels of two-way communication and listen to feedback from all staff.

All staff will:

- Maintain open and honest lines of communication
- Ensure communications with parents/carers are effective, timely and appropriate
- share our values and aims through keeping stakeholders well informed about school life
- share information on a need-to-know basis and follow data protection guidelines.
- Respond to communication from parents in line with this policy and our school's ICT and internet acceptable use policy

We respect the rights of all our stakeholders to a good work/life balance and have no expectation that communications will be dealt with outside of school hours, or their working hours (if they work part-time), or during school holidays.

What we ask of parents and families

The school has certain duties under law with regard to safeguarding and school attendance.

- Please check all communications from the school in order to stay well-informed
- Please ensure that communication with the school is respectful at all times
- Please make every reasonable effort to address communications to the appropriate member of staff in the first instance
- Please respond to communications from the school (such as requests for meetings) in a timely manner.

External methods of communication

The school will make written communications as accessible and inclusive as possible. We seek to avoid bias, stereotyping or any form of racial discrimination. We wish to recognise and celebrate the contributions to our society by all cultural groups represented in our school.

The sections below explain how we keep parents up-to-date with their child's education and what is happening in school

Could we please ask that parents monitor all of the following regularly to make sure they do not miss important communications or announcements that may affect their child.

Email

The school will use email to keep parents informed about the following:

- Upcoming school events
- Weekly school newsletters
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests.

Emails will be sent from adminoffice@grayshott.hants.sch.uk or class email accounts. Staff will not use their personal school email accounts to contact parents/carers and will not respond to messages sent directly to their personal accounts.

Phone Calls

Teachers and LSAs may phone parents/carers to discuss any issues or share positive news about their child with regards to their learning, behaviour or wellbeing. These will be conducted during normal working hours, unless previously agreed. Phone calls will be received from the school phone number, or sometimes a withheld number.

School Calendar

A full school calendar can be found on our website at www.grayshott.hants.sch.uk.

This includes information about whole school or class events, and also includes holiday dates. Key dates for the term ahead are additionally located on the weekly newsletter from the Headteacher.

Where possible, we try to give parents at least 2 weeks' notice of any events or special occasions (including non-uniform days, special assemblies or visitors, or requests for pupils to bring in special items or materials). Any such event will be included in the school calendar.

Letters

In order to reduce the school's carbon footprint, wherever possible, letters will be emailed to parents. This correspondence includes:

- Letters about trips and visits
- Consent forms
- News of whole school events
- Surveys
- Our weekly newsletter
- Information regarding minor injuries, e.g. bumped head.

Reading Records

All pupils across the school are given a reading record book at the start of the academic year. This is a means of allowing staff and parents to communicate about how children are progressing with their reading, both at home and in school.

The reading record should go home with the pupils each evening and be brought back into school the following day to aid communication.

Reports

Parents receive written reports from the school about their child's learning, including:

- An end-of-year report covering their achievement, how well they are progressing, and their attendance
- A report on any national assessments, including Year 1 phonics screening and KS1 and KS2 SATs tests.

We also arrange regular meetings where parents can speak to their child's class teacher about their achievement and progress (see the section below).

Meetings

We hold two scheduled parents' consultation meetings per year:

- Autumn term – this is to provide an opportunity for discussion with parents/carers about their child's wellbeing or any other area of concern
- Spring term - to discuss pupil achievement and progress, in addition to any other issues that may need to be raised.

There will also be a chance in the summer term to meet teachers through an open afternoon.

The school may also contact parents to arrange a meeting if there are concerns about a child's achievement, progress, or wellbeing.

Parents of pupils with special educational needs (SEN), or who have other additional needs, may also be asked to attend further meetings to discuss these additional needs.

School Website

Key information about the school is posted on our website, including:

- School contact information
- School times and term dates
- Important events and announcements
- Curriculum information
- Important policies and procedures
- Information about before and after-school provision.

Parents should check the website before contacting the school.

Social Media

The school will also share news and celebrate the achievements of children and our wider community through our Facebook page. This will be the sole use of social media and it will not be a forum for discussion.

How Parents and Carers can communicate with the School

Please use the list in Appendix 1 to identify the most appropriate person to contact about a query or issue.

Email

Parents/carers can email the school using the following address: adminoffice@grayshott.hants.sch.uk This account is monitored during school hours and can be used to contact the office staff, Headteacher, teachers or other staff. Emails should clearly specify who they are intended for and will be forwarded to the relevant staff member.

Letters

Letters can be handed into, or posted to, the school office. These should specify the member of staff to whom the query is addressed.

Please let the office staff know if the letter contains information about your child which you would like the class teacher to receive urgently.

Phone calls

If you need to speak to a specific member of staff about a non-urgent matter, please email the school office and the relevant member of staff will contact you within 3 working days.

Parents/carers can contact the school via telephone on the following number: **01428 605596**. The school office is open for phone calls from 8.30am – 4pm on weekdays during the term. For calls made outside these hours, there is a facility available for voicemail messages to be left.

Parents/carers should contact the school via telephone to report pupil absence (see Attendance Policy for further information). Phone calls may also be used to make an appointment to see a member of staff or to raise a query/concern.

Meetings

If you would like to schedule a meeting with a member of staff, please email the school office at adminoffice@grayshott.hants.sch.uk or call the school to book an appointment. We try to schedule all meetings within 10 working days of the request.

Teachers are available to greet and dismiss children at the start and end of the school day, but are not able to engage in long conversations at these times. If needed, we recommend you book appointments to discuss the following:

- Any concerns you may have about your child's learning
- Updates related to pastoral support, your child's home environment, or their wellbeing.

Monitoring and review

The Headteacher monitors the implementation of this policy. The policy will be approved by the governing board and reviewed every 2 years.

Appendix 1: School Contact List

Who should I contact?

If you have a query or concern about learning, well-being or behaviour then the first person you contact should be your child's class teacher.

If you need to contact the school about any other issues then please get in touch with the school office. If you have questions about any of the topics in the table below, or would like to speak to a member of staff:

- Email or call the school office on adminoffice@grayshott.hants.sch.uk or **01428 605596**
- Put the subject and the name of the relevant member of staff in the subject line (for emails)
- We will forward your request on to the relevant member of staff.

Remember: check our website first, much of the information you need is posted there.

We try to respond to all emails within 3 working days.

I HAVE A QUESTION ABOUT	WHO YOU NEED TO TALK TO
My child's learning / class activities / lessons / homework	Your child's class teacher
My child's wellbeing / pastoral support	Your child's class teacher
Payments	School office
School trips	Your child's class teacher or school office
Uniform/lost and found	Your child's class teacher or school office
Attendance and absence requests	If you need to report your child's absence, call: 01428 605596 – OPTION 1 If you want to request approval for term time absence, please complete an absence request form. These can be obtained from the school office.
Bullying and behaviour	Your child's class teacher For bullying concerns, you can also contact the Headteacher. Please do so via the school office.
School events/the school calendar	School office
Special educational needs	Your child's class teacher or SENCO
Before and after-school clubs	School office
Hiring the school premises	School office
The PTA	PTA Chair
The governing board	Chair of Governors (contact via School office)
Catering/meals	School office