



Thurlaston CE (Aided) Primary School
Teaching and Living the Christian Way of Life
Building Our Lives on Jesus

School Communication Policy

Approved

Date October 2020.....

Review date October 2024.....

School Communication Policy

Introduction

Good communication is much more than the exchange of information. It is through effective and interactive communication that information is transmitted, understanding is developed and shared, trust is built, confidentiality respected and action coordinated. Communication includes not only the message but also how that message is communicated. Good communication promotes partnership. We believe through good communication we also share our Christian Values.

Aim

To ensure that Thurlaston CE (Aided) Primary School is a thriving and successful school, we must communicate effectively with each other, 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.

Objectives

All communications at Thurlaston CE (Aided) Primary School should:

- Keep staff, pupils, parents, and stakeholders well informed.
- Be open, honest, ethical and professional.
- Be jargon free and easily understood by all.
- Be actioned within a reasonable time.
- Use the methods of communication most effective and appropriate to the context, message and audience.
- Take account of relevant school policies.

Methods and considerations

Newsletters

School will produce regular newsletters to inform the school community of upcoming events and highlight successes. These will be distributed to all families in print form. They will also be posted on the school website. Families who wish to receive this by email may also request it.

Annual Pupil Reports

These will be produced annually according to the agreed school format. They will meet legal requirements. Teachers will be responsible for writing the report but may get input from other staff and agencies. Reports will be read by the headteacher before being distributed. These reports will normally be sent out in the summer term but may be sent out at different times in the year if there is good reason to do so.

Parents evenings

These will be held to share with parents about the progress of their child, any areas of concern and how to help their child. Each parent will be allocated a 10 minute slot except for children on the SEN register who will have a further 10 minutes to enable the child's Individual Education Plan to be reviewed. All parents will be encouraged to attend. If a parent is unable to attend the parent and member of staff will try to schedule another time. It is important to note that school staff have lives and responsibilities outside of school and school is limited to what they can expect outside of normal school hours. Much work is done by school staff on a goodwill basis.

Parent initiated communication (Term Time and week day)

The office staff will answer questions regarding the administration of the school or pass it on to the relevant person. Parents will often receive an immediate response but can expect to wait up to and including 5 working days.

Questions regarding teaching, learning and a child's progress will be dealt with initially by their class teacher. Teachers will not be available to take calls or answer emails during lesson time but will endeavour to answer when time permits. Parents can expect to receive answers within 5 working days. If it is not possible to answer within that timeframe the parent will be contacted and will have explained what has happened and what will happen next.

Parent Initiated Communication (Outside of term time and at weekends)

When school is closed to children the telephone will not be answered and there is no way of leaving messages.

Email and postal communication will only be checked once a fortnight or the next working day. If the matter is pressing it may be answered if possible, otherwise it will be dealt with when school reopens to children.

Staff Initiated Communication

Staff will only use the school phone (or mobile) or their school email address to communicate to parents or in person. Staff should only use official school communication channels. Staff should be aware of our Social Media Policy and Safer working practices in particular they should not accept friend requests from parents (or grandparents), pupils or ex-pupils.

Meetings with Parents

These will normally take place in school hours. This provides for the children to be cared for and for the school staff to be available. Meetings may take place outside of school hours by mutual agreement but this is incumbent on the good will of the staff.

Complaints

Should a parent have a complaint they should follow the school complaints procedure. Please see separate policy.

Addendum to Communication Policy

Use of Class Dojo

Class Dojo is a useful tool for remote learning. It enables work to be posted to pupils at home. It also enables it to be returned and commented upon.

During Lockdowns and class isolations school will use Class Dojo to communicate work and for it to be returned. **This is not a vehicle for general communication with the school.** Parent to school communication has been blocked and is not available.

However, during Lockdowns and Class isolations school will communicate through Class Dojo to parents as they should be accessing it daily. Parents may then be able to use it to communicate with school. At other times school will use its normal forms of communication.

Staff are encouraged to put Class Dojo on quiet hours when they will not be notified of communications within it.

School may choose to use Class Dojo for posting homework or spelling home to keep its use current but this will be clearly shared with parents.

Update

School will use Clasdojo as appropriate. The general principles of communication from the policy will be applied. The same rules for school-initiated and parent-initiated communication shall be applied. Teachers will not be able to answer queries in lesson time.

Advice on choice of communication

From Parents

Telephone	Information which needs immediate reaction such as changes to who is picking up or if parents will be unavoidably late Informing school of pupil absence
Classdojo	Cannot be used to communicate with the school
Email	More formal communication
In person	Requests needing fast response or to book appointments for more detailed discussion
School Forms	Absence request forms Medicine request forms PTFA Uniform requests Reply slips

From School

Telephone	Urgent information such as cancelled clubs Checking on absences of which the school has not been notified.
Classdojo	Setting homework Sending class notices Sending whole school reminders or information school has been asked to pass on. Sending photos etc Share non-urgent information
Email	More formal communication
In person	General information To arrange meetings
Newsletters	Upcoming information and reports from events.
Annual Report	Pupils annual report to meet legal requirements- once per year (Paper copies)
Personalised SEN Paperwork	Paper copies of IEPs Paper copies of EHCP Annual review documentation