

Communications Policy

Policy Statement and Guidelines

St Monica Primary School



St Monica Primary School
Inspire - Endeavour - Achieve

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Staff Responsibility:	SLT & Admin Officer	
Governing Committee:		

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Overview

It is very important to us that we work closely in partnership with parents and carers, and communication between home and school is key. We recognise, however, that it can often be difficult communicating with teachers because they have a very full timetable; and we recognise that parents and carers also have very busy lives.

Contacting the School

Reading Diary

Communication by email or via your child's reading diary are the preferred method:

- Notes in pupils reading diaries are by far the best way to get a message to a teacher promptly and should be used for the majority of everyday communication;
- The pupil is responsible for showing the note to the correct teacher. This is the best way to ask them to contact you if you require a more detailed conversation.

Teachers want to respond to parental queries at the earliest opportunity and will do their best to do so, however, the majority of teachers' time is taken up teaching and preparing for lessons. Teachers' responsibilities extend beyond the classroom, and they may be unable to respond to you on the day a query is made. We have also agreed with staff that there is no expectation to respond to queries during their personal/family time.

Telephone

Please use the main reception number to leave a message for a teacher to contact you:

- Reception staff will relay messages to teachers as soon as possible.
- If a call is urgent, please inform the receptionist who will attempt to find a senior member of staff to speak to you.
- We will try to respond to you within three working days, if not the same day.
- Please note lessons will never be interrupted for teachers to take calls.

Meetings

The day-to-day care, welfare and safety of your child is managed by the person who is placed closest to them. We know that when parents have a concern that relates to their child at school, whether it's pastoral, curriculum or staffing in nature, they often feel the best way forward is to ask to see the head or member of SLT. In our experience many of these concerns can often be most quickly resolved by talking first to the class teacher as they know your children best. In the first instance, please approach members of staff who are responsible for your child in the order shown on our communication flowchart: (Please refer to Appendix 1)

- Meetings should always be pre-arranged with members of staff.
- If you urgently need to see someone, for instance if there is a serious family emergency or a child protection issue, please phone ahead and the reception staff will do their best to find a senior member of staff to see you.
- For non-urgent meetings we will aim to meet with you within five working days. The school will determine the level of urgency at its discretion, to enable it to manage multiple demands.

Contacting You

Our preferred method of contacting you is by telephone, through email or a face to face meeting

No Response

If you have not received a response from the school within three working days please contact the school by emailing info@stmonicaprimary.co.uk and we will chase up your enquiry. Communication with parents and carers is important to us, and we will continue to monitor this policy and our approach to improve the process further.

General Communication

All communications are sent to parents via ParentMail. If we need to contact parents urgently e.g. a school closure, we will send out a text message and publish on our school website.

Social Media, School Website and Snippets Newsletter

We use our social media channels and snippets newsletter to promote pupil achievements, subject information and generic educational information. You can find these by searching our twitter page and website. Our snippets newsletter is issued fortnightly via parent mail.

This policy has been adopted from the DFE guidelines to school (DFE July 2018)

Appendix 1 – St Monica Primary Communication Flowchart

Learning Concerns ↓	Pastoral concern ↓	Concern relating to particular learning or physical needs ↓	Issues relating to staff ↓	Concerns & Queries relating to school administration ↓
<p>Please raise your concern with your child's class teacher in the first instance.</p>	<p><i>(Pastoral care covers our support of your child's individual needs, their emotional wellbeing and helping them with any personal problems they may be experiencing at school.)</i></p>	<p><i>Where a concern is related to a special need and you feel an adjustment may be required to support successful learning e.g. issues related to ASI (autistic spectrum indicators), dyslexia or dyspraxia or physical disabilities</i></p>	<p>Please contact Mr Waghorn or Mr Lee</p>	<p>Please speak to Miss Fuller, Admin Officer or email:- adminofficer@stmonicaprimary.co.uk</p>
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	↓	↓		
	↓	↓		
<p>If you feel the class teacher is unable to help please contact the Phase Leader. Our Phase Leaders are responsible for the behaviour and pastoral care of each of their year groups. Details of your child's Phase Leader can be found on the school website</p>	<p>Please raise your concern with your child's class teacher</p>	<p>Please raise your concern with your child's class teacher in the first instance.</p>		
	↓	↓		
	↓	↓		
<p>If you are not satisfied with the outcome please ask to speak with Mr Waghorn for our Endeavour Site and Mr Lee for our Inspire Site.</p> <p>if you remain concerned after following the steps above</p>		<p>Please arrange an appointment with our SENCO Mrs Porter or email senco@stmonicaprimary.co.uk.</p>		<p style="text-align: center;">↓</p> <p>If you are not satisfied with the outcome please ask to speak with our School Business Manager, Mrs Pyle or email sbm@stmonicaprimary.co.uk</p> <p>if you remain concerned after following the steps above</p>
	↓	↓		
<p>Please make an appointment to see our Headteacher if you remain concerned after following the steps above.</p>				
<p>Teachers are available after school for informal conversations and appointments can be made with all of the above by contacting the school office on 02380 399870 or emailing info@stmonicaprimary.co.uk. All staff will respond to your concerns within three working days. If you are writing or emailing the school it is really helpful if you give us as much information about the background of your concern or complaint as possible, including who it involves, and what you would like the outcome to be.</p>				

Our full school complaints policy can be found on our website