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Communication With Parents Policy

This policy was ratified by the B.O.G. on.

**Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.**

**Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Chairperson of Board of Governors.**

**Policy Statement**

Good communication between the school and the home is essential. Pupils achieve more when schools and parents of carers work together; parents and carers can help more if they know what the school is trying to achieve; staff and governors will be more effective if they have a good understanding of parent’s perspective.

**General Principles**

We aim to have clear, effective communication with parents and the wider community at all times. Effective communication enables us to share our aims and values by keeping parents informed about school life. These reinforce the important roles that parents play in supporting the school and their children.

While staff will always seek to establish open and friendly relationships with parents, relationships are kept professional, and parents are addressed in a formal manner.

We aim to avoid jargon and use straightforward language. Written communication is made as accessible as possible, providing translations when necessary.

We aim to respond promptly to parents’ letters and emails. The use of email communication between a parent and the class teacher can speedily and effectively deal with any problems that might arise. Teachers should not use personal addresses but should have a dedicated school address. Copies of correspondence with parents will be placed on pupil files.

**Written Reports**

Once a year, a full written report is sent to the parents giving details of their child’s progress in the main subject areas taught. The report identifies areas of strength and areas where further development is needed. Pupils are also given the opportunity to comment on their own progress and parents are invited to make a comment.

**Parent/Teacher Meetings**

Any parent wishing to meet a member of staff should contact the school in advance and request a meeting. This request should be responded to in accordance with the policy regarding emails and letters. Parents should not come to the school to talk to a member of staff without an appointment. Parents who do come to the school without an appointment should not expect that member of staff will meet with them. The member of staff may choose to do so, but this is at their discretion, as long as appropriate cover is organised.

We appreciate that some meetings put the participants into contrary positions. We aim to remain professional in such situations and to focus on a constructive outcome. If a parent becomes aggressive or abusive, the staff member should close the meeting and report the matter to the Principal.

It is perfectly acceptable to call a meeting to a close in order to allow time for further investigation.

**Dealing with Parental Concerns**

We encourage parents to contact the relevant class teacher at the earliest opportunity if they have concerns regarding their child’s progress or well-being and set up a meeting with the teacher. At St.Oliver’s we also encourage informal conversations with parents at school pick up/drop off times if parents wish to speak to the class teacher and this is seen as good practice. If a parent expresses a concern about their child to the Class Room Assistant the Classroom Assistant should refer the parent to the Class teacher.

**Pupil Absence**

If a pupil is absent from school the parent may ring the school or send a note to explain the absence.

**Newsletters**

We will send a newsletter to parents and carers at the start of each month, containing general details of school events and activities. This will usually be sent home with the children and posted on the school website, unless requested otherwise.

**Home – School Diary**

Pupils in some classes will be given a home - school diary. This enables parents and carers to record a wide range of information that they wish to share regularly with the teacher. Teachers will use the home-school diary to record homework assignments, and as a regular channel for communication with parents and carers.

**Parents’ Evenings and Forums**

Parents are asked to meet their child’s class teacher once a year at a parents evening. We meet with parents more regularly if pupils:

1. Have special educational needs
2. Are making less than expected progress
3. Are experiencing behavioural or disciplinary difficulties
4. Are experiencing difficulties with their learning

**Email**

Everyone in the school community must remember that emails have the same status and impact as letters, and must, therefore, be written and responded to with the same level of care. Sometimes it maybe quicker for staff to respond to a parents concern via email.

**Phone Calls**

Staff should take notes about any content of phone calls, as they would with meetings with parents. Detailed notes from telephone calls, including main points of discussion and action required/taken should be kept on file.

**Induction Pack**

The school Induction Pack is available for our new entrants and contains all the information required to give parents a complete picture of the school’s delivery of education. It is updated every year, or more frequently if necessary.

**Website**

The school website both provides information about the school and promotes the school to a wider audience. It also has a regularly updated areas giving information and current awareness for parents.

It also provides access to the school’s policies and curriculum information.

**Pupil Data**

We hold information on pupils in our school, and from time to time we are required to pass on some of this information to others for educational purposes.

This is a requirement under the Data Protection Act 1998. Parents and carers have the right to view the information we hold, and we have contact details of the agencies to which our information is passed. The school is mindful of the restrictions relating to the control of data as laid down by the General Data Protection Regulations 2018.

**Use of Photographs and Names**

Photographs are used in the school for many purposes, including displays and records of practical work (eg art or technology projects) and important school events.

We may use photographs of pupils or their work when communicating with parents/carers and the wider community, in newsletters or on the school website. The local or national press may on occasion publish photographs of pupils participating in events at school.

In keeping with Safeguarding regulations, we have decided that parental permission must be obtained before using photographs of pupils or their work as described in this policy.

Photographs used will not be shown with pupil’s names. On the school’s website, only pupil’s first names will be used.

**Signed:**

**Date:**

**Policy Review date:**