



# Communication Policy

**Last Reviewed by Governing Body : 8<sup>th</sup> February 2016**

**Date of next review : February 2019**



Mission Statement: A Family of Creative Thinkers Aspiring to Excellence

Our Vision:

To develop outstanding citizens of the future who are innovative, resilient and committed to making a difference.

By:

- Teaching the importance of being compassionate and respectful to others and role modelling the Christian Values.
- Providing a creative curriculum that inspires a passion for learning and promotes excellence.
- Collaborating with others to support everyone to achieve their very best.
- Providing a nurturing and safe environment where children can be healthy and happy both physically and emotionally.
- Facilitating investigative learning opportunities through the development of the effective characteristics of learning.
- Promoting philosophical enquiry to stretch and develop analytical thinking and questioning.

**Introduction**

Here at St Anne's C of E Primary School, we believe that good communication between the school and parents/carers is essential. Children achieve more when schools and parents work together.

At St Anne's C of E Primary School we aim to have a clear and effective communication system with both parents/carers and the wider community, as this enables us to share our aims and values, and keep parents/carers well informed about school life.

**Aim of the Policy**

The aim of this policy is to provide clarity and guidance about:-

- How the school communicates with parents and the wider community
- Who and how parents/carers should communicate with, in the circumstance of individual concerns.

**Ways in Which School Communicates**

**Home-School Agreement**

At the beginning of each academic year a home school agreement, explaining the school's aims and values, parental responsibilities and expectations of the children, is sent home.

Children and parents/carers are asked to sign the agreement and send it back into school. A copy of the agreement will be posted on the school's website for parents/carers to access for future reference.

The school's Governing Body reviews the agreement annually.

### **Annual written / verbal reports to parents regarding their child's progress**

Each year we provide a written report to all parents/carers on each child's progress in the various areas of learning of the National Curriculum. This report also identifies areas of strength and areas for future development. Children are encouraged to comment on their own progress, and parents/carers are also asked to comment.

Parents receive two interim reports alongside a Parents Evening in the Spring Term. Parents are also invited into school at least termly to view their children's work.

### **Schools Prospectus and the school website.**

The school prospectus contains a range of specific information that gives both existing and prospective parents/carers a full picture of the school. We update this for each school year and a copy can be found on the school's website.

The school website provides information for parents/carers and contains information about the school's staff, policies and Governors. In order to ensure the website is a useful communication tool, parents/carers are encouraged to give the school feedback, which can be done by contacting the school office, via the email address on the site.

### **General Communication**

A newsletter is sent home or via email, at the end of each week containing details about the school's events and activities.

At the beginning of each half term all teachers write to parents/carers with details of the work to be covered and learning objectives during the forthcoming half term. This information can also be found on the school's website under the class pages. Parents/carers are encouraged to support their child's work through a range of suggested activities to be shared with the children at home.

Letters/ e-mails are sent home on a regular basis with the children regarding any other activities as and when needed.

Regular curriculum meetings / workshops are held for parents/carers. These meetings are held to explain areas of our curriculum and engage parents/carers in their child's learning.

### **Parent Questionnaire**

A questionnaire is conducted annually, providing parents with an opportunity to provide feedback to the school leadership team and governors. The results of the questionnaire are used to assist the school leadership team when planning future school improvements. The outcomes of this questionnaire are communicated to all parents.

## **Individual communication**

Members of staff are available in the mornings to assist children into school. This provides opportunities for parents/carers to speak briefly with staff regarding any questions they may have about their child.

Whilst staff are more than happy to discuss general issues in the mornings, parents/carers are asked to respect that the main priority of the staff is the safeguarding of the children and it will not be possible to engage in a lengthy conversation. If a member of staff feels that parent`s/carer`s concerns require a more detailed conversation, parents/carers will be asked to contact the school office, who can arrange a meeting with the class teacher, at a time appropriate to both, in order to give the matter the time it deserves.

If parents/carers wish to speak to a member of staff at the end of the day, they need to either ask the teacher in the morning if they will be free, or contact the school office to arrange a suitable time for both themselves and the teacher. It may not always be possible to see a member of staff on the same day, and if the concern is not deemed urgent, another suitable time and date will be arranged.

Any e-mail should be sent to [info@stannescelydgate.oldham.sch.uk](mailto:info@stannescelydgate.oldham.sch.uk) and will be directed to the appropriate member of staff. We kindly request that they are not sent directly to a teacher`s e-mail address. Staff will respond within 48 hours of receiving the e-mail.

Each day all staff at St Anne's endeavour to provide the best possible environment and education for all the children who attend. We feel as a school this is achieved to a high standard and parents/carers are generally happy with the provisions provided. However, there may be times when a parent/carer feels concerned about their child's progress and level of learning.

When this happens we want parents/carers to feel confident that any concerns that they may have will be positively received, and we will try our best to work in partnership with you to resolve any issues that may arise, in a timely manner.

The underlying principle is that concerns ought to be handled, if at all possible, without the need for formal procedures. However, the school does have a Complaints Policy in place and this is also available on our website.

Parents/carers are asked to respect the fact that a teacher`s and teaching assistant`s job is primarily to plan and deliver education to all pupils within the school and that persistent requests for appointments and informal chats may not always be possible.

## **Communication Summary**

We work hard to ensure we fully engage parents/carers in their children's school lives and we strive to ensure they feel they are kept informed regarding their child's progress. If any parents/carers have any suggestions about the school's communication procedures, please arrange a meeting, through the school office, with a member of the senior leadership team, who will be happy to listen to your comments.

Staff at St Anne's endeavour to uphold high standards of courtesy and reasonableness when communicating with parents/carers who have concerns about their child.