



Home-School Communication Policy

1. Introduction

Good communication between the school and the home is essential, and children achieve more when schools and parents work together. Parents can naturally help more if they know what the school is trying to achieve, and if there is a problem, if we do not know, then we cannot act, so please keep us informed. With your support we can work to put matters right.

In our school we aim to have clear and effective communication with all parents and with the wider community. Keeping parents well informed about school life reinforces the important role that parents play in supporting the school.

2. Our Aims

Our school aims to ensure, that all communications are:

- Clear
- Comprehensive
- Two way
- Timely.

3. Responsibilities

The school will undertake to ensure that:

- Parents and children have clear lines of communications
- The curriculum is clearly communicated to parents
- Parents receive regular information about their child's progress and achievement
- Parents are informed of forthcoming events within appropriate timelines
- All communications are treated as confidential within the school context
- All communications are dealt with respectfully and with courtesy

We ask Parents/Guardians/Carers to undertake to:

- Read the key communications issued by the school, including the school newsletter and where a response is required (e.g. school trip letter), reply within the established time-frame

- Raise issues or concerns at the earliest opportunity with the school in the appropriate manner
- Act on the communication (e.g. attending special meetings)
- Communicate with respect and courtesy

4. How will we communicate with you, and how would we like you to communicate with us?

4.1. Email

We ask parents to email admin@trefonen.shropshire.sch.uk For the purposes of administration we require all emails to go to a central email address. All emails will be treated with appropriate confidentiality. Please note all emails should specify the member of staff to whom the query is addressed. In the first instance, this is usually your child's class teacher.

If a response is required, it will be made by the appropriate member of staff. We will endeavour to respond to parents' emails within 3 working days during term time.

4.2. Parentmail

We encourage all parents to inform the school of their current e-mail address, to allow them access to 'parentmail', which is a quick and efficient method for the school to communicate with you. Those who do not have access to parentmail will receive a paper copy of any correspondence.

Parentmail is used to send out a variety of information, either to a targeted group, or to all parents on parentmail. The newsletter, information about whole school events and all letters relevant to the whole school are sent out to all parents on parent mail. In addition, some specific communications regarding trips and events are sent out to the relevant groups of parents.

4.3. Letter

Letters can be given to your child, to give to his or her class teacher, given to the school office or posted. As with emails, letters will be treated with appropriate confidentiality. You are asked to make clear the member of staff to whom the query is addressed. If a response is required, it will be made by the appropriate member of staff. We will endeavour to respond to parents' letters within 3 working days of receipt during term time.

4.4. Telephone

Telephone calls are appropriate to notify us that your child will be absent from school, to communicate brief information about your child that the school needs to know or in an emergency, such as e.g. to let us know that you will be late collecting your child. We ask parents to telephone the school on 01691 652960. The school office is open between 8.45-12.00 and 1.00-4.15pm, Monday - Friday during term-time. At all other times there is an answering service available to take your message. If the call requires a response, we aim to do this within 3 working days during term-time.

4.5. Meetings and Appointments

Parents can visit the school to ask questions; gain support or to have the opportunity to talk about issues affecting your child with either his/her class teacher or a member of the school Leadership Team. Parents are asked to telephone the school office on 01691 652960 to make an appointment.

Your first point of contact in the school is always your child's class teacher. For all other queries, the school office will direct you to the appropriate member of staff, to deal with your query and arrange any appointments for you.

It is sometimes possible to speak with the class teacher or Head Teacher, very briefly, at the beginning or end of the school day. For longer discussions you will need to make an appointment. We would advise you not to arrive at the school with the expectation that you can be seen straight away, as this may not be possible. We will endeavour to meet with you at the earliest opportunity and aim to make appointments within 5 working days of the request.

4.6. School Office

The school office is open between 8.45-12.00 and 1.00-4.15pm, Monday - Friday during term-time.

We would strongly encourage you to use one of the methods detailed above, however should you wish to pass on a brief message, you may do so at the school office. Your message will be written down and given to the appropriate member of staff at the earliest opportunity.

We ask you to notify the school office if your child will be absent from school by 9.30am at the latest. If a child is absent from school, and we have had no indication of the reason, we will contact a parent (by telephone, if possible) to find out the reason for the absence.

4.7 School website

Our school website contains a range of specified information to give parents / carers, and the wider public, a full picture of provision at our school. We would advise you to regularly check your child's Class Portal.

5. How can I find out more about school events and activities?

5.1. School Newsletter

The school Newsletter contains general details of school events and activities. It is published every Friday during term-time and is emailed to you. Please make sure that we have your correct e-mail address. A calendar of school events is at the end of each newsletter. This is updated regularly, so we would advise you to check for updates. Paper copies of the newsletter are available on request. Newsletters are archived on the school web-site. We send other letters when necessary.

5.2. Class Induction Meetings

At the beginning of each academic year, you are invited to a Class Induction Meeting. At this meeting you will be given information about the class. This will include: what your child will be learning, homework expectations, expectation of behaviour, planned activities and events etc. This information will also be posted in your child's Class Portal on our school web-site.

5.3. Class Portal

At the beginning of each term teachers notify the parents or carers of the children in their classes with details of the work to be covered during the forthcoming term. This information is also posted in the Class Portal. We invite parents and carers to support their child's work through a range of suggested activities to be shared with the child at home.

6. How can I find out about my child's progress and achievement?

6.1. Learning Reviews

Parents are invited to meet with their child's class teacher twice during the year, in the Autumn and Spring Terms for parent-teacher consultations, which we call 'Learning Reviews'. These are usually held within the first two weeks after the half-term holiday.

You will be advised of the date through an individual letter and asked to sign up for a specific day/time to meet with your child's teacher. If you are unable to get into school to make an appointment you can telephone or e-mail the school office and the School Administrator will assist you in making an appointment.

We would encourage all parents to take up this opportunity. If you are unable to attend on the designated days, you can usually make an alternative arrangement directly with your child's teacher, or via the School Office.

6.2. Annual Pupil Report

In the Summer Term parents receive a written report with details of your child's attainment and progress in all subjects, and attitudes to learning.

6.3 Open Afternoon

At the end of the Summer Term you are invited to our Open Afternoon, when you can look at your child's work with him or her.

7. How can I share my views about the school?

7.1. Annual Survey

We welcome and value feedback from parents and carers about our school's policies and practices. We conduct an annual survey during the Summer Term, to canvas the views of parents and carers about our school and report back on the outcomes.

7.2 Parent 'Coffee Drop-in'

Our Parent Support Advisor is Mrs Erica Morgan. Mrs Morgan runs a monthly 'Coffee Drop-in' which parents are invited to attend. The 'Coffee Drop-in' is for everyone and anyone can attend. At the 'Coffee Drop-in' information is available about local services and events. Special consultations and specific information workshops are sometimes combined with 'Coffee Drop-in' events e.g. Internet Safety Workshop.

8. What should I do if I want to make a complaint or pass on a compliment?

There are times when we feel that we would like to say something about the service or treatment that we receive. If you feel you need to complain, then please follow the procedure outlined here:

In the first instance you should speak to your child's class teacher.

If you are still dissatisfied, please contact the Head Teacher as soon as you can, make an appointment to see her and let her know what the complaint is about.

If the matter cannot be resolved, you may refer to the School Governing Body, but only after seeing the Head Teacher first. Failure to follow this route will seriously disadvantage complainants in terms of time taken to resolve issues and access to an appeals committee of the governors.

Letters to the Chair of Governors are forwarded unopened to:

Chair of Governors
C/O Trefonen Primary School
School Lane
Trefonen
Oswestry

A copy of the School Complaints Policy can be obtained from the school web-site or the school office.

We also like to know what you are happy with, so please tell us, we are always very pleased to hear compliments.

9. Should I communicate directly with School Governors or the Local Authority?

A notice board detailing the names of our school governors is on the school website. Directly contacting the school governors or the local authority is not a short cut to having an issue or concern resolved. The governors' and local authority's role is strategic. If a parent contacts them on a matter that is to do with the management of the school, governors/local authority representatives will not be able to get involved and the parent will be directed to take their concern back to the school.

10. Communication with the Community

Members of the local community are invited to school functions such as Special Assemblies, Harvest, Christmas Fairs, Christmas Carol Services and school productions. Guest speakers from local churches, community organisations and charities come into school to speak to the children. Information about local community events and activities is regularly featured in the School Newsletter. The school communicates with other local schools through its Education Improvement Partnership.