



COMMUNICATION POLICY

Committee: Full Governing Body

Approved on: April 2023

Staff: Mrs Sutton

Notes: Non-Statutory

Next Review Date: April 2024

Headteacher: Mrs Amanda Pedder



LOSELEY FIELDS PRIMARY SCHOOL COMMUNICATION POLICY

1.0 Introduction

At Loseley Fields Primary School we believe that the partnership between the school, the students and the home is critical in ensuring the most effective learning environment.

Communication with parents* is therefore very important to us and we strive to ensure all communications are:

- Clear
- Comprehensive
- Open and honest
- Respectful
- Timely

Effective communications enable us to share our aims and values, and reinforce the vital role that parents play in supporting the school and our children's education.

** Please note that throughout this document where the term 'Parents' is used, this is intended to refer to parents, carers and guardians.*

2.0 How we communicate

Parentmail

This is our main method of keeping you up to date with what is going on in school. To ensure that we are able to contact you, we ask that all parents notify us of any changes to telephone numbers and email addresses.

Hard copies of all Parentmail communications are available on request from the school office.

Newsletter

A newsletter from the Headteacher is sent out regularly via Parentmail.

School website

School information (including important dates, policies and year group updates) are all on our school website (www.loseleyfields.com). Parents are expected to use the website in the first instance to access information they may need.

Email

It is not our policy to typically expect classroom staff to communicate with individual parents via email as this cannot be easily managed during the school day and can therefore be detrimental to the children's learning.

Parents wishing to contact their child's teacher via email should do so via the school office (info@loseleyfields.surrey.sch.uk), and not the teacher's direct email address. Please be assured that all emails will be treated with full confidentiality and the responses will be made by the appropriate member of staff.

We will aim to respond to emails within 2 working days of receipt (during term time).

Letter

Letters can be handed into, or posted to, the school office, specifying the member of staff to whom the query is addressed. As with emails, all letters will be treated with full confidentiality and responses will be made by the appropriate member of staff. Please let the office staff know if the letter contains information about your child which you would like the class teacher to receive urgently.

We will aim to respond to letters within 2 working days of receipt (during term time)

By telephone

The school telephone number is 01483 416477. If the call requires a response from a member of staff, we aim to do this within 2 working days.

Please note that office staff will not interrupt lessons for staff to answer a telephone call except in case of emergency.

In person

For general queries, parents should approach the school office.

If you wish to speak to the teacher about specific queries or issues regarding your child, they can be approached in the playground or classroom before and after school each day (8:35am - 8:40am and after 3:10pm) to arrange a mutually convenient face to face meeting if necessary, when the teacher is not teaching.

Parents should not expect to be able to meet with staff during the school day unless by prior arrangement.

3.0 Communication guidelines and expectations

General expectations:

- Parents have a right to expect the best for their children and to express any concerns they may have. However, our staff must be allowed to work and learn in a safe and secure environment. Staff will therefore not respond to offensive or abusive communications, whether verbal or written, and in extreme cases such behaviour may result in individuals being removed and even banned from the school premises
- Information about other students should never be shared between school staff and parents, except where a parent wishes to raise specific safeguarding concerns. These will be dealt with by school staff in accordance with our Child Protection and Safeguarding Policy (available on the school website)
- Any sensitive or confidential issues should be discussed face to face

Expectations of staff

- Staff will aim to respond to written communications within 2 working days of receipt
- Staff are not expected to respond to emails that are contentious or require ongoing dialogue – such issues should be dealt with face to face
- Staff should not accept social media friendship requests from parents where the only relationship is a professional one which exists solely through the school. Staff will never accept social media requests from students or ex-students under the age of 18

Expectations of parents:

- Urgent messages should not be sent via email as we cannot guarantee that these will be picked up in a timely manner - instead contact the school office by telephone (01483 416477)
- Please do not seek to discuss your child's academic progress, learning expectations or behavioural issues via email - we would encourage you to approach your class teacher directly
- Please do not use emails to vent – they should not be negative or confrontational. Most issues can be quickly and easily resolved through effective communication and working in partnership
- We respectfully request that parents do not discuss personal school matters on social media. All issues and concerns should be raised in the first instance with the class teacher, via the school office, or according to the school's complaints policy, which is available on our website
- The class Facebook pages are there to share class or Friends information, and to keep parents informed of the events happening in school. As above, we ask parents not to use these pages to express complaint but to any bring issues directly to the attention of the school

4.0 GDPR

From time to time within the academic year the school undertakes to provide a number of activities which complement and support your child's education and enhance their learning experience, such as trips, visits and workshops. Under the new General Data Protection Regulation, we are required to seek your consent to send this information via Parentmail, using the email address(es) you have provided.

Upon joining the school, you will be asked to provide your written consent for us to send such communications to you.