

Parent Communication Policy



Good communication **between pupils, staff and parents** is essential to provide **the best possible outcomes for children** at Ashdene Primary School. This communication is not just about the school communicating but requires parents, pupils and staff to feel able to communicate their aspirations, concerns and ideas.

How does school communicate with parents?	How can parents communicate with the school?
<ul style="list-style-type: none"> • At drop off/pick up • September class information evenings • Parents' evenings • Written reports • Curriculum / information evenings • Weekly newsletters (including separate Early Years version) • Schoolcomms • Via the school website • By telephone (usually at the end of the school day) • Face to face at mutually convenient times 	<ul style="list-style-type: none"> • At drop off/pick up with the class teacher/teaching assistant, verbally or via notes/letters • By telephone, asking for the class teacher to contact outside of teaching / lesson time • By letters or notes • In person at the office • Requesting appointments for meeting via the class teacher/school office • Via email to the school office admin@ashdene.cheshire.sch.uk

Classroom based queries should be directed to the Class Teacher

- **Curriculum queries**
- **Family changes** – a new baby, a bereavement, a house move etc.
- **Friendship issues** – usually best discussed as part of an end of day meeting when quality time can be given. A brief note providing background information can be useful and is appreciated. The class teacher will record concerns raised and explain the school process and expected timescales
- **Homework** (also refer to the relevant class page on the school website)
- **Progress and standards** – celebrations and concerns (the SENDCo might then also become involved)
- **Rules and routines**
- **Collection at the end of day** – if your child is going home with another parent/family member the class teacher should be informed on the playground

Administrative queries should be directed to the School Office

- **Admission queries**
- **Attendance** - absences on the day verbally to the office by telephone or in person (before 0915). Also collection of children changes for the end of the day.
- **Contact details** – changes to address and telephone numbers, including mobiles and email addresses
- **Forgotten items** – when bringing in lunchboxes and PE kits etc – note only delivered 2x daily to avoid class interruptions.
- **Medical appointments** – to the office showing the hospital letter / card etc
- **Medication (prescribed only)** – named and with the completed permission form. The parent needs to advise the class teacher that their child is on medication.
- **School Meals**
- **Trips/Clubs**

Whole School/ should be directed to the School Office for distribution to the appropriate person

- **Pedagogy** – e.g. what is the school calculations policy?
- **Policy and practice** – e.g. what is the school policy on healthy dinners?
- **Procedure** – e.g. why have lunchtimes changed?
- **Safety issues** – e.g. parking
- **Governance** – e.g. what are the school priorities for the year?

Parent Communication Policy

To minimise the risk of miscommunication there are some basic principles that we ask parents, staff and pupils to follow:

- **Miscommunication is usually the number one cause of conflict.** Check before you react. Remember that we all want the best for your child and other people. Often children see things from their world and often don't understand what leads up to a situation and so only communicate part of the story.
- **Go to the staff member closest to the situation.** Speak first to the most appropriate person, don't go "over someone's head" until you have spoken to them. Please do not discuss issues or people "in the public arena". We are about building community not destroying people and their reputations.
- **When to communicate is always a hard balance.** At the beginning of the year when everything is new, sometimes it may be best to wait, but generally speaking, if it is worrying you, don't wait; talk to the staff member closest to the situation. We do not want to solve all of our children's problems, but a quiet word to the teacher can alert them to an issue before it gets too big.
- **Don't wait for a parents' evening.** If you want to know how your child is going, then make an appointment to see the teacher.
- **The bigger the issue the more time it takes to resolve.** No matter who you see, make an appointment so the person is there and they can put aside enough time to deal with it thoroughly. **Be patient** and give staff time to investigate issues before they get back to you.
- **Don't try to sort out a problem between your child and another at school by approaching a child or his/her parent** – speak to your class teacher. No parent has the right to approach a child from another family about a school incident.
- **Don't speak on behalf of others** –speaking for others often ends up with the "others" not backing you up when the crunch comes. If you have a concern, please raise it with the most appropriate person. Supporting the school does not always mean agreeing with it, but using the communication channels and processes that respect all members of the community, will support us in community building and in what we are hoping to achieve. Gossip is usually wrong and never resolves issues.
- **Please be aware that teachers get many messages** – and will be teaching your child and have many other responsibilities during their day. He/She may not be able to respond immediately to your concern.
- Staff will often **request a meeting** to resolve an issue.
- A poorly worded or aggressive email **can lead to a breakdown in communication** and neither parent nor the teacher wants this.