



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.

Due to COVID-19 restrictions some of the face to face methods of communication are currently suspended.

How does the school communicate with parents?	How can parents communicate with the school?
• Outside at drop off/pick up with a face covering • September class information evenings • Parents' evenings • Written reports • Curriculum / information evenings • Weekly newsletters (including separate Early Years version) • School Comms • Via the school website • By telephone (usually at the end of the school day) • Class email accounts • Zoom meetings	• At drop off/pick up with the class teacher/teaching assistant outside with a face covering* • 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 a zoom meeting via the class teacher/school office • Via email to the school office admin@ashdene.cheshire.sch.uk or to the class email account

*** Conversations during drop off/pick up should only be used for brief messages, e.g. change in pick up arrangement, appointments, forgotten items etc. This will enable teachers to focus on their core duties at these times. Longer/more complex conversations should utilise the other contact methods outlined above.**

Stages of the concerns procedure

A concern should be raised with the class teacher in the first instance and a meeting arranged

- Please make an appointment either with the school office, via the class email or at drop off/collection.
- Please be prepared to share briefly what the meeting is regarding so that the class teacher can be prepared with any necessary information.
- The class teacher will listen to concerns and agree actions to address these as necessary.
- Brief notes will be documented on the school system.

A follow up meeting can then be held with the class teacher and Assistant Headteacher or Phase Leader if the concern is not resolved

- If you continue to have concerns or feel the previously agreed actions have not been followed or effective, an appointment should be made with the class teacher and Assistant Headteacher/Phase Leader via the school office.
- Both members of staff will listen to your concerns and actions will be agreed to address them.
- The meeting will be formally documented on the school system.
- If the class teacher is the Assistant Headteacher or phase leader, another member of the leadership team will be present.

A further meeting can then be requested with the Headteacher or Head of School

- If you are not satisfied with the outcome of the meeting, you should contact the school office to request a meeting with the Headteacher or Head of School.
- The meeting will be formally documented on the school system.

SHOULD YOU CONTINUE TO BE CONCERNED, YOU SHOULD RAISE THE MATTER ACCORDING TO THE SCHOOL COMPLAINTS POLICY – SEE LINKS BELOW

Basic Principles

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.** Remember that we all want the best for your child and other people. Often children see things from their world and don't always understand what leads up to a situation and so only communicate part of the story. The best resolutions allow opportunity for everyone's perspective to be considered.
- **Go to the staff member closest to the situation.** In line with the procedure above, it is usually best to speak to the person closest to the situation as they are best placed to help.
- **Don't wait for a parents' evening.** If you want to know how your child is doing, 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.
- **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.
- **Please be considerate in your language and tone** – especially when communicating via email.

When a concern becomes a complaint

A concern may be defined as '*an expression of worry or doubt over an issue considered to be important, for which reassurances are sought*'.

A complaint may be defined as '*an expression of dissatisfaction, however made, about actions taken or a lack of action*'.

Complaints Procedures

- The Informal Complaints Procedure can be accessed using this link:
http://www.ashdene.cheshire.sch.uk/serve_file/333709
- The Formal Complaints Procedure can be accessed using this link:
http://www.ashdene.cheshire.sch.uk/serve_file/333690