

Date approved: **Awaiting ratification by governors – July 2016**

Review Frequency: Every three years.

Date next review due: July 2019

## **Communication with Parent/Carer Policy**

Greatfields School recognises the importance of clear and effective communication with all stakeholders and is committed to being open and accessible for all who have an interest in the school. The key stakeholders for a school are parents, carers and students and this policy addresses the main ways in which the school ensures effective two-way communication between home and the school.

### **Parents/carers as partners in their child's education**

The parent of every child of compulsory school age must make sure that they receive efficient full-time education suitable:

- To their age, ability and aptitude;
- To any special educational needs they may have, either by regular attendance at School or otherwise.

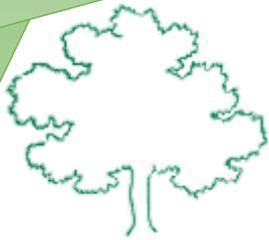
Parents have a vital role in their child's education. In working with schools they should;

- communicate regularly with school staff and alert them to any concerns they have about their child's learning or provision;
- fulfil their obligations under home-school(academy) agreements, which set out the expectations of both sides.

### Aims

- to make the school as welcoming and inclusive as possible. Signage will be clear, informative and positive;
- all written and telephone enquiries from parents are to be dealt with promptly;
- a variety of forms of communication with parents, for example, telephone contact, email, post, text and home visits are encouraged;
- parents are contacted for positive as well as negative reasons
- information is given to parents on what students are being taught and tips for helping their child circulated
- parents will be encouraged to help or support their children's learning at school and at home. Information or training will be provided to enable this support to be effective.

### Communications



Communications can take a variety of forms: verbal (through meetings or by telephone), written (through letters, notes in planners, or email) or through the School website. Our aim is to utilise all means of communication effectively.

Staff will endeavour to reply to parents' letters as quickly as possible. Any letter of complaint will be referred to the Headteacher or Deputy (or Assistant) Headteacher for advice prior to response. Our Complaints Policy explains this in more detail.

Communication between the School and parents will operate in the following ways:-

- parents are invited to attend at least one full parent consultation each year to review the academic, personal and social progress of their child;
- parents will receive a report of academic progress four times a year: twice in the Christmas term and once in the Easter and summer terms;
- parents' first point of contact regarding their child will be via their child's Head of Year. If the Head of Year is unavailable at the time of calling a message will be left and the Head of Year will return the call as soon as he/she becomes available. As a result of the phone call both parties may decide that a meeting is appropriate or may be satisfied that the situation has been resolved during the initial telephone conversation.
- On request, key school documents can be translated in community languages and a translator made available, if required, to ensure more effective communication.

### The School Website

As the school moves towards the use of an online curriculum, much more information about learning expectations will be accessible to parents via the internet.

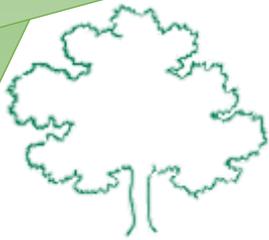
The school website will also be a good source of general information and will include;

- The school prospectus
- Curriculum resources
- Holiday dates
- Copies of letters to parents
- Information about lessons / additional study
- Special events
- Newsletters and updates
- All school policies.

### Social Networking Sites/Blogs etc.

Staff are not permitted to communicate with parents or students via social networking sites (such as Facebook) or accept them as their "friends". This is part of our safeguarding procedures to protect students and staff. This does not apply to the school's own email which will be monitored appropriately and are intended to facilitate communication with all stakeholders and supporters of the school.

### Celebrating success



# GREATFIELDS SCHOOL



Parents will be invited to special assemblies, events and presentations throughout the course of the school year to celebrate the students' achievements.

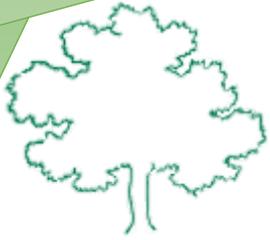
## Home-school communications

- a calendar of Greatfields School will be on the school website; The school encourages parents to share any issues about their child with their Head of Year at the earliest opportunity. The relevant member of staff will arrange to see parents as soon as possible;
- the school will arrange various meetings for parents throughout the year. Meetings are held prior to any residential trip to inform parents of planning, content and arrangements;
- if a student is absent from school, and we have had no indication of the reason, the school support staff will contact a parent (by telephone, if possible) to find out the reason for the absence.

## Communication with Other Schools and Outside Agencies

- Greatfields recognise that young people have diverse needs, and we are supported by various agencies and groups of professionals who keep us informed on better ways to meet these needs, so that they participate more fully. Support comes from medical services (such as speech and language therapy, occupational therapy and physiotherapy), from Educational Psychologists, from health professionals and other specialists.
- It also comes from various welfare-focused services, such as Educational Welfare, Social Services and Child Protection Units. We recognise that young people have a fundamental right to be protected from harm, that their protection is a shared responsibility, and that our school should provide a safe and secure environment. (***See the School Safeguarding and Child Protection policy***)

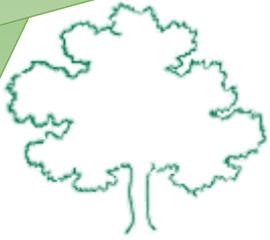
We hold information on all students in our school and from time to time we are required to pass some of this information to others for educational purposes. Details will be sent to parents about the types of data we hold, why we hold that data, and who we may pass it on to. This is a requirement under the Data Protection Act 1998.



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Partnership Learning



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