



## **Brook House Junior School Communication Policy**

### **Introduction**

Good communication is the key ensuring that our school runs well. It allows all stakeholders to feel that they have a voice and that this voice is listened to and valued.

### **Aim**

To ensure that communications between all members of the school community are clear, professional, timely and appropriate.

### **Objectives**

All communications at our school should:

- Keep staff, pupils, parents, governors and other stakeholders well informed.
- Be open, honest and professional.
- Use jargon free, plain English and be easily understood by all.
- Be actioned within a reasonable time
- Use the methods of communication most effective and appropriate to the context, message and audience.
- Take account of relevant school policies
- Match the values of our school.

### **External methods of communication**

Schools have many lines of communication to maintain: with parents and carers, other schools, the community and with outside agencies. Our aim is to have clear and effective communications with all parents and the wider community. Effective communications enable us to share our aims and values through keeping parents well informed about school life. This reinforces the important role that parents play in supporting school.

### **Communications from Parents/Carers**

**Letters:** Staff will respond to parents' letters within 48 hours (2 school days). Letters to parents must be approved by the Head Teacher before they are sent. Copies of all correspondence to individual parents will be placed in pupil files on our secure online recording portal CPOMS.

**E-mail/Text:** The school has an e-mail/text system (RS Connect Ed) which it uses to communicate with parents. The school emailing system (RS Connect Ed) is used for sending broad messages about what is happening in the school and not to communicate individual feedback on a child or any individual concerns. RS Connect is used mainly for communication by the school office and, on occasion, by Senior Leaders within the school. Class teachers do not have access to communicate using this system.

All teachers within the school have an individual school email address which is shared with the parents of the children whom they teach. Parents may contact teachers using this email address. The email addresses are shared with parents within the curriculum newsletters which go out to parents at the beginning of each term outlining the learning that is taking place for their child in the term ahead.

If a parent communicates with the school using e-mail with a matter that requires an action, a copy should be stored in a digital file or printed and filed. If an email from a parent is a complaint Staff should forward the email to the Head Teacher. All e-mails requiring an answer should be responded to within 48 hours (2 school days). Whilst we understand that parents may work very different hours to a traditional school day and as a consequence may send a message outside school hours, we do not expect our staff to read or respond outside the school day. Outside of school hours includes evenings, weekends and school holidays

**Telephone calls:** Office staff will not interrupt teaching for staff to answer a telephone call unless it is an emergency. However, a note will be made of the call and this will be passed on at the earliest convenient. Staff will respond to the phone call within 48 hours (2 school days).

**Social Media Sites/Blogs:** Staff are advised not to communicate with parents via social networking sites or accept them as “friends”. Staff will not accept pupils or ex-pupils as “friends”.

**Written Reports:** Once a year, we provide a full written report to each child’s parents on their progress. This report identifies areas of strength and areas for future development. As an integral part of our reports, children are also given an opportunity to comment on their progress.

**Newsletters:** Newsletters are sent home and are e-mailed out on a monthly basis. A colour celebratory newsletter of what has been happening at our school for the term is emailed out alongside paper copies at the end of each term.

In addition, parents meet their child’s teacher/s twice during the year for a private consultation at our Parents Meetings.

We do not expect parents to wait for this meeting should they have any concerns about their child. If a concern arises the parent should contact their child’s teacher, in the first instance, and request to meet.

When children have particular education needs or are Looked After Children, or if they are making less than expected progress, parents will be invited to meet with their child’s teacher more regularly as part of the cycle of reviews which take place in a structured programme across the school year.

**School website:**

The school website provides an opportunity to share information about the school and is an opportunity to promote the school to wider audience. The school has an up-to-date calendar for the academic year ahead which keeps parents informed of events and special things happening at our school. This is regularly updated.

**Home-School Communication:**

- Home School Agreements are signed on entry
- Parents/Carers will be messaged via the MyEd school app if there is an unexpected cancellation of a club. If for some reason a parent doesn't have the MyEd app then a text will be sent.
- Once a year a questionnaire is sent out to parents and the results are analysed and used to improve the school.

We recognise that children's protection is a shared responsibility, and that Brook House Junior School should provide a safe and secure environment. If any member of staff has concerns about a child, these will be passed to the Designated Senior Person for Children Protection, or the Deputy DSP, who may share this information with Social Services.

**How will this policy be monitored and evaluated?**

This policy will be monitored through on-going school self-evaluation. The Head Teacher will use a variety of methods to evaluate this policy with staff, parents and governors.

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