



Policy for Communication between School and Parents/Carers

Communication is key to having a good, positive relationships. It is essential that teachers, parents, staff, and pupils have a clearly understood line of communication. This policy will assist in keeping clear communication lines with the entire school community. By working together with mutual respect, we shall be best placed to support our children to fulfil their potential.

We aim to foster high quality communication by:

- Being respectful, honest and courteous and expecting similar behaviour in return.
- Being clear about the balance of rights and responsibilities between the school and parents in our communications.
- Promoting a culture of openness and honesty.
- Seeking parents' views and taking them into consideration when making decisions.
- Valuing parents' expertise and knowledge.
- Providing timely, appropriate, and accessible information.
- Avoiding information overload.
- Seeking to overcome any barriers to communications.

What Can Parents Expect From Us?

- A monthly newsletter is written and distributed, (mainly using an online communication app) with the aim of keeping everyone up to date with events, parental information (e.g. online safety etc.), and celebration of successes. The newsletter is also available on the school website and in reception.
- We also operate a messaging system which we use to inform parents and carers, for example, of individual children's successes and achievements, unexpected cancellation of a club, closures due to snow, information and reminders about events, etc.
- If a parent has a concern about their child, the child's class teacher should be the first port of call.
- We have an open door policy, where possible and if the matter can be resolved quickly, our staff and headteacher will try to see parents straightaway. However, there may be times that we request that parents make an appointment, for example if lessons are about to start or if another commitment is already scheduled. Office staff will not interrupt teaching for staff to answer a telephone call unless it is an emergency.
- We have formal parent consultations twice a year.
- If your child has a SEND plan, the class teacher will have two meetings a year with parents and carers.
- Each child receives a written report annually.

- Once a year a questionnaire is sent out to parents and the results are analysed and used to inform our school improvement plans.
- Home-School Agreements are signed on entry
- All children have a Home-School Reading diary. This book is to maintain communication between parents and teachers regarding reading successes and other useful information related to reading.
- There are also many opportunities throughout the year for parents and carers to come into school. We hold regular assemblies, open mornings, church services, information sessions and celebration of work events.
- Parents can communicate with us by letter, telephone call or e-mail as convenient. Our telephone number is 01629 636289. Our email is enquires@youlgrave-allsaints.derbyshire.sch.uk. All emails will go to the office and will then be forwarded to the correct member of staff. The headteacher's email is headteacher@youlgrave-allsaints.derbyshire.sch.uk

We expect our staff to behave in a respectful and polite manner towards members of the public. There is a complaints procedure, and through this procedure, parents may put forward any complaints which will be investigated, informed of the outcomes, and any learning points for the school will be taken on board as part of our efforts to improve communication and procedures (copy available on the school website).

We recognise that children's protection is a shared responsibility, and that Youlgrave All-Saints C of E Primary 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 Safeguarding Lead or the Deputy DSLs, who may share this information with Social Services or other outside agencies such as the Family Support Team at Lady Manners School.

What Do We Expect of Parents/Carers?

Parents and carers must understand that staff may be busy or teaching and may not be able to accommodate them straightaway and it may be necessary to make an appointment or call back at another time. All staff have the right to be treated with dignity and respect and the right to work in a safe environment. We will not tolerate behaviour or language which is abusive, offensive or threatening. In such instances we will take firm and effective measures to support any staff who is subject to unacceptable behaviour and action taken where necessary, including prosecution where appropriate. Please see our policy Behaviour of Parents and Visitors.