



Communication Plan

Introduction and aims

We believe that clear, open communication between the school and parents/carers has a positive impact on pupils' learning because it:

- Gives parents/carers the information they need to support their child's education
- Helps the school improve, through feedback and consultation with parents/carers
- Builds trust between home and school, which helps the school better support each child's educational and pastoral needs

We will only communicate with parents in respect of their own child at the school. Requests to raise a concern on behalf of another parent will be declined, as will be requests for information on another child. Should any correspondence be received from legal advisers then this will be shared with the school's legal advisers.

All staff are responsible for:

Working with other members of staff to make sure parents get timely information (if they cannot address a query or send the information themselves).

Staff are not required to respond to communications outside of school hours. Members of the Senior Leadership Team may respond outside of working hours/days in some circumstances and this decision will be made by their own professional judgement.

Parents are responsible for:

Ensuring that communication with the school is always respectful

Making every reasonable effort to address communications to the appropriate member of staff in the first instance through the school office.

Respond to communications from the school (such as requests for meetings) in a timely manner

Checking all communications from the school

Ensure the school has the most up-to-date contact and medical information for their child. This is to be provided in writing by emailing the school office.

Communication with the school

The sections below explain how we keep parents up-to-date with their child's education and what is happening in school.

Parents should monitor all the following regularly to make sure they do not miss important communications or announcements that may affect their child.

Meetings

Face-to-face conversations are the best way of communicating with the school at drop off or pick up for quick, short messages.

When a member of staff is not able to speak to you immediately face-to-face due to school commitments, or a longer conversation is deemed necessary or appropriate, then a request for an appointment can be made to discuss the matter either in person or by telephone, later. Parents must email the school office to request an appointment and the school will aim to arrange that meeting within 3 - 4 working days wherever possible.

Outside of teaching hours, all staff have additional duties which they perform either before school, during break/lunch or after school so availability of staff outside of teaching hours should not be assumed.

Should a meeting be requested the decision of which staff member will attend will rest with the Headteacher.

We hold three parents' consultation meetings per year. During these meetings, parents can talk with teachers about their child's achievement and progress, the curriculum or schemes of work, their child's wellbeing, or any other area of concern. The third meeting offered usually in July is an optional meeting following the annual report being sent out.

The school may also contact parents to arrange meetings between parents' consultations if there are concerns about a child's achievement, progress, or wellbeing.

Parents of pupils with special educational needs (SEN), or who have other additional needs, will also be asked to attend additional meetings.

Email

Parents are welcome to email the school, admin@southmarstonprimary.co.uk about non-urgent issues in the first instance.

Emails will be most helpful if they are concise, explaining concerns in a clear way. Lengthy and overly detailed accounts can make it more difficult to understand what is being explained and to respond in a timely or clear way.

The school will aim to respond within 2 working days wherever possible. If a response is unable to be provided within this timeline, which can be to ensure a full and considered response, then a revised timeline will be provided and communicated. We ask that parents await a response from the school and that further emails are not sent pending that response, unless the new deadline has passed.

If there is a change in a child's medical needs, this information must always be shared by email through the school office.

Phone calls

School office: 01793 823379

If a query or concern is time sensitive and urgent the parent should call the school office, who will liaise as necessary at the earliest opportunity. In most circumstances, teaching and leadership staff are unlikely to be available to receive calls due to teaching and other commitments.

If the query or concern is not time sensitive and urgent then parents should email or call the school office and the relevant member of staff will aim to contact them within 2 working days wherever possible. If this is not possible (due to teaching or other commitments), someone will respond to schedule a phone call at a convenient time.

For general enquiries, please call or email the school office.

Staff will call parents if their child presents as unwell during the school day.

Parents are expected to call or email the school office before 9:00am if their child is absent.

The Headteacher/SLT will call parents if their child is admitted to hospital.

Social Media and Online Platforms

The school will not respond to concerns raised via social media or online platforms.

Should the school be made aware of any physical threats or abusive behaviour towards staff members or children on roll at our school on social media, then the school will consider reporting this to the Police and seeking the removal of this content from the site. We do expect parent's conduct online to be respectful and in line with our Parental Behaviour Policy which can be found on our school website. Should a parent have a concern or query please direct them to school staff, we cannot investigate information from a third party.

School calendar

We use the school calendar on the website and within our newsletters to communicate with parents about upcoming events.

Where possible, we try to give parents at least 2 weeks' notice of any events or special occasions (including non-uniform days, special assemblies or visitors, or requests for pupils to bring in special items or materials).

Reports

Parents receive reports from the school about their child's learning, including:

An end-of-year report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance

A report detailing the child's KS1 (Key Stage 1) and KS2 (Key Stage 2) SATs results

School website

Key information about the school is posted on our website, including:

School times and term dates

Notable events and announcements

Curriculum information

Important policies and procedures

Important contact information

Information about Breakfast Clubs and After-School clubs

Parents should check the website before contacting the school.

I have a question about...	
My child's learning/class activities/lessons/homework, bullying and behaviour.	Your child's class teacher or by speaking to the school office.
My child's wellbeing/pastoral support.	Your child's class teacher or by speaking to the school office.
My child's medical needs, payments, school trips, uniform/lost and found, attendance and absence requests, school events/the school calendar, breakfast club and after-school clubs.	School office via phone or email
A Safeguarding Concern.	The Safeguarding Team
Special Educational Needs.	Your child's class teacher
The Governing Body.	The school office