



## South Baddesley CE Primary School

### Communication Policy 2018

#### Purpose of Policy

At South Baddesley School we place great value on the partnership between home and school and with the wider community. In order to ensure that our communication is constructive, manageable and robust we have developed a Communication Policy. This policy outlines the systems and procedures that we, as a school, follow and in addition outlines our expectations of parents in this area. Through the following transparent mechanisms we aim to work together to ensure effective communication for all, thereby getting it right for each and every child.

#### Communication from School

We have the following mechanisms for communicating with parents:

The **School Website** includes information about:

- School life
- Classes
- Staffing
- Governors
- Policies
- Emails
- Blogs
- Events (*The calendar is regularly updated and corresponding letters are attached to each event.*)

The monthly **School Newsletter** is located on website and is emailed and/or sent home as a paper copy on the day of publication

Termly **Progress Reports** by the class teacher to parents:

- Short written summaries in the Autumn and Spring terms shared at Parent Consultation Appointments
- Longer written reports including pupil views and the opportunity for parent comments in the Summer term

Pupil led **Open Afternoons** are held each term from 3:00pm – 4.15pm and provide an opportunity to share your child's learning with them

**Meet the Teacher** class events are held in September

In addition the **Friends of SBS** run **Class List**. This is a parent led social media tool for communicating about events led by the Friends of SBS. This system should not be used to post comments about school procedures or events outside of school. School and the Friends of SBS monitor the use of Class List.

## Annual Community Events

*A wide variety of annual community events take place including:*

- Community Assembly: open to all on Friday mornings, at 9:00am. They are community led worship and celebrations.
- Harvest and Year R welcome service: Autumn term – school hall.
- Church services: Church led Christingle (St. Mary's Church), Easter Service led by pupils in years 3 and 4, Leaver's Service, Summer – led by all pupils.
- Nativity – Autumn term led by pupils in years R to 2.
- KS2 Music Festival – Autumn Term.
- End of Year Production – led by pupils in years 5 and 6.
- Christmas Bazar – pupil led.
- Annual Sports Day –Summer term.
- Annual Leaver's Tea – Summer term.
- SBS Summer Fete.
- Termly Celebration Assemblies.

## Communication from Home to School

We are delighted to hear from you and there are a number of reasons for parents to communicate with the school including the following:

- Pupil absence
- Pupil progress
- Pupil's medical needs
- Concerns, questions and queries
- Day to day arrangements

*There are various channels of communication with the school and for efficiency the majority go through the school office who then disseminate the information to the correct recipient:*

### Absence from School

Please refer to the school's absence procedures (in-line with this policy, March 2018).

### Day-to-Day Arrangements

Sharing information such as medical needs or changes in collection are to go through the school office during the parent enquiry opening hours of **8.30 to 11am or 2pm to 4.15pm**. Outside of these hours messages can be left on the school answer phone or sent to the Admin Office by email. Whilst we aim to respond as quickly as possible, all **non-emergency** messages by telephone or email will be responded to within 24 hours of being left. **Emergency** messages will be responded to immediately.

### Pupil Progress (including children's social and emotional well-being)

Appointments can be made with Class Teachers who are available to meet from Tuesday to Friday between 7.45am and 8.15am or 3:00pm and 4:00pm. Appointments can be booked via the school office or with the Class Teacher at end of day pick-up or by a note sent into school.

### **Deputy Headteacher or Headteacher Appointments:**

If matters cannot be resolved with the Class Teacher, appointments can be made to see either the Deputy Headteacher or the Headteacher. Appointments should be made via the school office and will be offered as soon as possible but certainly within one week of requesting a meeting.

### **Written Communication**

All written communication to staff, including the Headteacher, should be made via the school office, either by letter or email to the Admin email: [adminoffice@southbaddesley.hants.sch.uk](mailto:adminoffice@southbaddesley.hants.sch.uk) Written communication will be acknowledged within 24 hours and responded to in full within a week of receipt.

Parents can also communicate with teachers via pupil's Communication Books (Gruffalo and Elmer) or Reading Records (years 2-6).

### **Governor communication**

Requests to speak to a school Governor should be made via the school office.

### **Contact details**

*In order to assist us with efficient communication, up-to-date contact details must be shared with school.*

**Policy agreed:** March 2018

**Policy review date:** March 2019