

Deerpark Primary School

Communications Policy

Updated June 2023



Introduction & Rationale

Good, timely communication using effective and appropriate channels is vital to establishing strong, positive relationships.

We communicate with a diverse range of people in school and outside of school.

We routinely show and expect mutual respect between all staff, pupils, families, and visitors to our school.

We value the views of others, listen carefully and express opinions in a courteous, polite manner, and work together for the benefit of the school, pupils, families and our community.

We believe that good communication with all of these stakeholders is essential in supporting our pupils to achieve their best.

Our aim is to promote high quality communication through:

- Seeking to overcome any barriers to communication by using effective and appropriate methods
- Ensuring we do not overload with information, and that our communications are clear and jargon-free
- Seeking the views of stakeholders and taking these into consideration when decisions are being made on how information is communicated
- Promoting openness and honesty in our communication
- Being honest, respectful and courteous, and expecting similar behaviours in return
- Encouraging families to share any issues or concerns about their child at the earliest opportunity
- Ensuring families let us know by 9.15am each day if their child will be absent

How we communicate with families:

- We invite families to share in their children's learning and support them through a range of activities.
- We provide monthly newsletters to families.
- We arrange face to face meetings when requested.
- We regularly use phone calls, texting service, emails, Dojo messages, Twitter and letters to communicate with families. Families are also encouraged to use the same methods, choosing the most suitable forms of communications to get in touch with the school.
- We have 'Sharing the Learning' opportunities across the school year, which allows parents/carers the opportunity to discuss their child/children's progress.
- Each child will receive an end of year written report in the Summer Term.
- Each child will have a Snapshot jotter with examples of their work over a school week.
- We share helpful guidance in curricular areas which are available on our website for families to support learning at home.
- We generate surveys for families to collect views and ideas to support our development work. We will tell you how we used your feedback – You said, We did.
- We also host special celebrations and awards throughout the year such as - Pupil assemblies and Sharing Values Awards.
- We ask families contact us with changes of circumstances. E.g. Change of phone numbers, changes in family circumstances – e.g. where parents are separating we will ensure all information is sent to both parents.

When communicating with families we:

- Are always polite, calm and respectful and we ask that our families are the same.
- Are honest and sensitive, especially if we have to share difficult information.
- Ensure we do not breach GDPR (Data Protection) guidelines when speaking to families.
- Respect the need for confidentiality and ask the same of our families.
- Ask all stakeholders to consider carefully when posting any comments linked to the school, or anyone within the school community, on Social Media.

In school, all staff communicate regularly so we are all up to date through

- Weekly staff meetings
- Email communication
- Collegiate Calendar activities and meetings
- Paperwork required for sharing of information e.g. GIRFEC paperwork
- Weekly Team Talks

Class Dojo

What is Class Dojo?

Class Dojo is an online platform that allows children, parents/carers and teachers the ability to communicate. Each child, parent/carer and teacher has an individual log in which is for their own personal use. Children and parents/carers are part of their class only, whilst teachers may be invited to join multiple classes. The “class owner” (usually the main class teacher) is responsible for the administration of the class. Members of the Senior Leadership Team are connected to all classes.

School Story

This is where teachers can share items for everyone in school to see. All other users can “like” the school story.

Class Story

This is where teachers linked to the class can share items for the parents/carers and children of their class to see. Users of that class can “like” the class story.

Messages

Parents/carers can message the teachers linked to their class directly. This is a private message between the parent/carer and teacher. Members of the Senior Leadership Team are connected to each class on Dojo and can also send and receive messages from parents/carers. Dojo messages should have a learning/attendance focus only. Any other communication should go through the school office either in person, by letter or via e-mail deerpark@edu.clacks.gov.uk. Please be aware that teachers have an obligation to share messages with the Senior Leadership Team if there is a concern with how Dojo is being used. **Please be aware that Dojo messages may not be answered between 9am – 3pm whilst teachers are in class. Please note that messages will not be answered between the hours of 5pm and 8am during the week, nor will these be answered at the weekends or during holidays.** Please note that messages are generally not responded to straight away, however we aim to respond to messages within **2 business days**. Where this is not possible, a holding message will be sent out to the family.

What Class Dojo is not used for

Please note that any individual who uses Class Dojo to post abusive, defamatory, threatening or offensive comments about staff, pupils or the school or to send messages which are deemed to be abusive or threatening to staff members will be removed from the site, either temporarily or permanently. Any complaints should also be directed through the school office, e-mail or sent in via letter.