This policy has been written by the school, building on national best practice, East Renfrewshire Council and Education Scotland guidance.

# Convention on the Rights of the Child

**Article 28:** Young people should be encouraged to reach the highest level of education they are capable of.

**Article 29:** Children’s education should develop each child’s personality, talents and abilities to the fullest. It should encourage children to respect others’ human rights and their own and other cultures.

**Our communication goals**

At Our Lady of the Missions, our communication goals are:

* to ensure that you have the information you need
* to ensure our notes are clear and provide you with all the key information
* to be as open as we can in dealing with you
* to respond promptly when you raise queries or issues
* to be environmentally friendly where possible

**Contacting the school**

You can get in touch with us in the following ways:

* by phone to the school office – number 0141 570 7280
* in person at the school office
* at the head-teacher’s surgery – this is a drop in on the first Thursday of each Month from 3.10pm, no appointment necessary.
* by email headteacher@ourladymissions.e-renfrew.sch.uk

If you get in touch with us, we will do our best (if your query is not resolved straight away)

* within 1 day - to acknowledge you have been in touch and to confirm what further response you should expect from us
* within 7 days – to have looked into and responded fully to your query .

However, please bear with us if it is not possible to respond as quickly as we might like, for example, due to staff absence or where a more complex issue needs to be looked into.

**Contacting teachers**

As you will understand, teachers are busy with classes during the school day – they need to be able to focus on class work as a first priority. Phone calls cannot therefore be put through directly and in most cases, many issues can be dealt with in other ways. Please remember it is extremely helpful for the teacher and whoever is handling your call / request to have a general idea of what you wish to discuss. This helps them work out how best to respond.

* **notes**– please send in a note to your child’s teacher if you have any queries or concerns. Homework diaries should be used for this purpose
* **at the school door -** whilst it is obviously possible to speak to your child’s teacher at the school door, this is best only for quick queries. It would not be appropriate for the teacher to

speak about specific issues affecting your child when others are nearby

* **Depute Head Teachers and Principal Teachers** - in most cases, your query will be handled firstly by the class teacher. Should you wish to escalate the matter or clarify further, the PT or DHT for the department would be your next contact. They are closely involved in your child’s education and may be able to help you. This is an important part of their job.
* **HT drop-in sessions** ­- held on the last Thursday of every month after 3.10pm. These are informal opportunities to discuss school issues and no appointment is necessary

**Who should you speak to?**

* If your child is ill – please call the office before 9.00am if possible. If we do not hear from you and your child is absent, we will *send a text message* after 9.30am
* If you have a specific query about your child in class - contact the school as above
* If you have a query about the curriculum – contact the relevant depute
* If you want to discuss general issues, contact the relevant depute or the head teacher
* If you have a complaint – please contact Mrs Dillon-Ruddy directly

**Contacting you:**

It is extremely important that you ensure we have current details for you – particularly phone numbers and email addresses, which you should check regularly.

We will update our database by sending you information to check at the beginning of each school year - **if any of that information changes at any time, please let us know immediately.**

* Website – our website is your main point of reference for information pertaining to your child’s education. [*https://blogs.glowscotland.org.uk/er/OurLadyMissions/*](https://blogs.glowscotland.org.uk/er/OurLadyMissions/)this contains up-to-date school policies, newsletters and details of upcoming events as possible. If you have any stories or news which could be posted on the web site, please contact the ICT co-ordinator via the school office.
* Email – All important information will be communicated by email. You must, of course, check your email regularly to ensure you pick up relevant messages.
* Newsletter –this is issued monthly by email and contains information relating to achievements, forthcoming events and include a ‘dates for diary’ section. It is also shared on twitter and the school website.
* Text – we will use texts message if we need to get in touch with you more urgently but as there is a cost to the school in doing so, this will only be used occasionally.
* Twitter – we use Twitter to share achievements, events and updates on school outings. We would encourage you to “follow” us particularly when there are weather issues. <https://twitter.com/OLM_Primary>.
* Written Communication – there will be times when written communication will be absolutely necessary for example permissions slips, report cards and annual data checks. Ensure you check your child’s school bag regularly.
* Parent Council - Should you wish to contact the Parent Council you can do this via [olm-parentcouncil@hotmail.com](mailto:olm-parentcouncil@hotmail.com)

**Other Forms of Communication:**

* Parents Evenings – these are opportunities to discuss how your child has settled into class and give information related to progress, effort, attainment and achievement
* Jotters Home – an opportunity to view your child’s written work on a termly basis
* Report Card – written information at the end of each session which gives details on progress, effort, achievement and attainment
* Meet the Teacher – an opportunity at the beginning of each session to put a ‘face to the name’ and also to give an insight into the routines of the class
* Curriculum Evening – workshops related to specific areas of the curriculum and how you can support your child at home
* Google classroom – homework posted regularly with key information related to homework tasks and activities
* Class Blogs – regular updates on what is happening in classes with photographs and videos
* Learning Profiles – P5, P6 and P7 pupils reflect on their learning and can share this with parents/carers