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:

* pupil communication diaries
* by email headteacher@ourladymissions.e-renfrew.sch.uk
* by phone to the school office – number 0141 570 7280
* in person at the school office
* form on newsletters

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.

* **Communication Diary**– 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
* **Email –** if you feel it is not appropriate to use your child’s communication diary regarding a specific query please email school mail on SchoolMail@ourladymissions.e-renfrew.sch.uk

detailing your query, pupil name and class

* **Phone call** – most queries will be addressed via email or notes in communication diaries, should this not be possible then please call the school office on 0141 570 7280. Please allow up to 24 hours for your call to be returned as staff are not always available to return calls immediately. Office staff can relay any messages and queries to the relevant staff allowing them to investigate prior to returning your call
* **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 for the department would be your next contact
* **Depute Head Teachers** – as above, should a matter need to be further escalated then the DHT for your child’s department would be the next contact

**Who should you speak to?**

* If your child is ill – please call the office before 9.00am if possible, a message can be left on the school answering service
* 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 principal teacher or depute
* If you want to discuss general issues, contact the relevant principal teacher, depute or the head teacher
* If you have a complaint – please contact the head teacher

**Google Classroom –** is an efficient way for the teacher to post homework and communicate with pupils and families regarding upcoming events, changes to classroom events etc. Teachers do not access Glow Mail therefore parents/carers should contact the school as detailed above. Communication diaries should be used to contact the teachers directly, outlining the query.

**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 send to 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