



Clarkston Primary School and Nursery Communications Policy

Introduction

At Clarkston Primary School and Nursery, we aim to maintain clear and respectful communication between school and home. This policy outlines how information is shared, how parents and carers can contact the school, and how enquiries and concerns should be managed.

How We Share Information

- **Monthly School Newsletters:**
Key updates, events, and important school information will be shared through monthly newsletters.
- **Glow Teams:**
A secure platform used for learning-related communication with pupils and families.
- **Parent Portal:**
Parents and carers can use the Parent Portal to notify the school of **absences or medical appointments**.
- **Email and Text:**
The school uses email and Text to communicate important information and respond to enquiries.
- **Phone:**
The school office can be contacted for general or urgent enquiries.
- **Nursery and P1 Learning Journals**
- **Parent Progress Meetings**
- **GIRFMe Plan Meetings**
- **Multi-agency Meetings**
- **End of year Report Card**
- **Dates for the Diary**
- **Digital Calendar on School Website**
- **Stakeholder Surveys**
- **School Blog website**




- **Sharing Learning** – Jotters sent home, Stay and Learn/Play, Outdoor Learning, Forest School, Class Showcase
 - **Induction Days** – Nursery -P1 and P7 – S1
 - **Transition Events**
 - **Meet the Teacher**
 - **Parent Council Meetings and AGM**
 - **PTA Meetings and AGM**
 - **Residential Evenings (TEAMS)**
 - **Volunteers** - (parents/carers) taking groups/clubs
 - **Performances**
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Contacting the School

Please follow these steps when making enquiries:

Step 1: Initial Enquiries

- Use the **class Glow TEAM** or email the school at:
 **enquiries-at-clarkston@northlan.org.uk**
This ensures your message reaches the correct class teacher.
- For absences or medical appointments, you may also use the **Parent Portal**.
- For urgent enquiries, please call the school office.

Step 2: Escalating to Management Team

If the class teacher cannot resolve your enquiry, it may be escalated to the relevant member of the School Leadership Team.

- **Nursery** – Mrs Bell (PL), Mrs Scullion (PL), Mrs Kane (DHT)
- **P1 – P2/3:** Mrs Kane (DHT)
- **P3 – P5:** Mr Polatajko (PT)
- **P6 – P7:** Mrs Callander (HT)

Please contact the school office or enquiries email to reach them.



A response will be received within 3 working days; those sent at weekends will not be dealt with until the following working week. Those sent during school holidays will most likely elicit no reply until term-time.

Step 3: Escalation to Head Teacher

If unresolved at SLT level, the enquiry can be taken to the Head Teacher.

Communication Guidelines

- Do **not** email class teachers directly on their individual emails; all enquiries must go via the school email or Glow TEAMS.
- We aim to respond to enquiries within **5 working days** during the school week (term time only). Concerns raised by phone call we will aim to respond within **3 working days**.

Inappropriate Communication Channels

Please do **not** use the following to contact school staff:

- Social media platforms (e.g., Facebook, Instagram, WhatsApp, X)
- Direct messaging or emailing staff individually
- Contacting the Parent Council for individual pupil concerns

The Parent Council is for general school community support only.

Complaints Procedure

If you wish to raise a formal complaint about any aspect of the school, please follow our official **Complaints Procedure**. This can be found:


- On the **school website**
- On the **North Lanarkshire Council (NLC) website**
- Or by contacting the **Head Teacher**, who can direct you to the appropriate information and process.

Summary of Key Contact Routes



Issue Type	Contact Method
General or class-specific enquiry	Glow TEAM or enquiries-at-clarkston@northlan.org.uk
Absences or medical appointments	Parent Portal
Urgent matter	Phone the school office
Escalated class concern	Management Team – Mrs Kane (DHT), Mr Polatajko (PT), or Mrs Callander (HT) via school office.
Unresolved concern	Mrs Callander (HT)
Formal complaint	School website, NLC website, or Head Teacher

Thank you for helping us maintain effective communication to support our pupils' learning and wellbeing.

 **School Email:** enquiries-at-clarkston@northlan.org.uk
