

Greengairs Primary School



Communication Policy

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Greengairs Primary School recognises the importance of clear and effective communications with all stakeholders, and is committed to being open and accessible for all who have an interest in the school.

The key stakeholders for a school are parents and pupils and this policy addresses the main ways in which the school ensures effective two-way communication between home and school.

Surveys indicate that almost all parents are satisfied with the two-way communications they have with Greengairs Primary school and nursery. However, we are always striving to improve our service. This policy aims to clarify the systems we use to ensure that communication is carried out with all stakeholders and interested parties effectively, clearly and efficiently.

Aims of the policy:

1. To improve the quality of service given to children at Greengairs by ensuring that effective communication and consultation takes place between the school, parents, pupils and other stakeholders.
2. To improve the quality of service by ensuring robust processes for consultation between the school, parents and pupils on key service areas.

Communication between the school and parents operates in the following ways:-

Types of Communication

1. Termly newsletter
2. Twitter/X
3. School website
4. Class Termly newsletter
5. Parent/Teacher Interviews
6. Report Card
7. Communication on support for learning
8. Weekly 'What's on' letter
9. Parent/Teacher evening evaluation/ comment sheet
10. Text
11. Group Call
12. Telephone
13. Additional meetings on request
14. Self evaluation
15. Forms questionnaires

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A. Scott

16. Transition: Stage – Stage

17. Use of Glow

Communication Events

1. Transition Days – Nursery - Primary
2. Transition Days – Primary 7 to Secondary
3. P1 Workshops/ Induction Days
4. Assemblies/ Performances
5. Greengairs Parents Partnership Information Updates

Types of Communication

1. Termly newsletter

At the beginning of each term a newsletter will be sent to each family via Group Call and the Newsletter will also be available on our website. Newsletters outline the work of the school as well as detailing forthcoming events.

2. Twitter/X

Our school Twitter page is available for anyone to follow. It includes daily updates to showcase the excellent practice happening in our school. Please refer to our twitter policy. All staff have individual pages for class specific activities and these are retweeted by the school administrator.

3. School website

The school has all key information on an up to date website on:

<https://blogs.glowscotland.org.uk/nl/greengairsp/>

4. Class Termly newsletter

General termly information on the work of each class is communicated by teachers and pupils and sent home to parents/carers every new term. These outline the anticipated work of the class in for the term ahead.

5. Parent/Teacher Interviews

There are 2 parents' nights per year. The first in term 1 and the final one in term 3. One appointment per child can be made on this evening. Teachers will prepare and pass information on children's attainment, achievement and social wellbeing. Where parents are separated: in the first instance we would encourage they come together for these appointments, if that is not possible then they should look at attending one appointment each. Parents are reminded that appointments with class teachers can be arranged after 3pm at any point during the year. Staff will endeavour to accommodate individual cases.

6. Report Card

Report cards are distributed near the end of term 3 and outline both pupil attainment in each curricular area as well as achievement. These report cards will be sent home via pupil post in sealed envelopes with a text reminder. Where parents are separated and wish 2 reports sent home please contact the school with your details and an electronic copy can be emailed. Parents and children are asked to complete and return a comment sheet attached to each report.

7. Communication on support for learning

When staff find that a child requires additional support in a specific area of their learning, parents should be contacted and the support will be outlined. For additional support which cannot be addressed by the school, a request for assistance will be made to the appropriate service provider. Should support be granted, there will be an initial consultation meeting and review meeting involving the school, parent and supporting agency.

8. Home/school communication diary

Each week, parents will receive a 'What's on at Greengairs Primary School' document, which provides information about events and activities for the week ahead, as well as important dates for the future.

9. Snapshot jotter + evaluation/ comment sheet

Jotters are available for parents to view at parents evening, for children to share their learning. Parent/carers and pupils are encouraged to comment on their work, and include something positive which may help set a target for their child.

10. Text

Our text message system means information can be text quickly to the designated main contact for each child. Parents are responsible for and encouraged to share this information with other relevant people to the child's life, for example, childminder or other parents/carers. The parent/carer is responsible for notifying the school of any changes to contact details.

11. Group Call

Parent/Carers emails may be used to send specific information via Group Call. Whilst being mindful of our carbon footprint all letters and newsletters are emailed to parents, a paper copy of these forms of communication will be available from the office upon request. Emails are sought as part of updating data checks in the first term of each academic year. Throughout the school year it is the responsibility of the parent/carer to notifying the school of any changes to contact details.

12. Telephone

Queries about events at the school, or to relay specific information about your child may be made by telephoning the school.

13. Additional meetings on request

We operate on an 'open door policy' where if parents have any concerns or wish to speak to a member of staff they should contact the school and ask to arrange an appointment after 3 o'clock. If possible appointments can also be arranged between 9am – 3pm.

14. Self evaluation- HGIOS Questionnaires

The views of our main stakeholders are sought on a yearly basis through HGIOS questionnaires. These help form an improvement plan for areas affecting school life.

15. Forms questionnaires

Where the opinion of parents is sought on specific school related matters for example 'preferred methods of communication'. A link to a Forms questionnaire is sent to the first contact on the pupils Data form. Results are then linked to our school website and , along with staff and pupil opinions, help to form the decision making of school improvements. Specific Evaluations are distributed to gauge opinion on certain school event. These help form improvements for following events.

16. Transition: Stage – Stage

Communication between Primary stages is vitally important to ensure seamless transition. Forward Plans, Assessment and Evaluations are all passed on to the receiving teacher as well as individual reports. All previous jotter work is stored until September weekend of the first new term for reference. Children and parents are informed of their new class on the final week of term.

17. Use of Glow

Glow is an online program to support learners achieve their full potential by unlocking the benefits of the internet and providing a unique nationwide online environment for learning. Greengairs Staff and children have their own unique password. Glow can be accessed from anywhere at any time – in school, at home or on the move, by anyone who has a password. Access to Glow is password protected; the Glow password is an important feature and automatically connects the user with appropriate materials and resources. In the event of severe weather disrupting school will be set on Glow.

Communication Events Explained

1. Transition: Nursery – Primary

Transition from Greengairs Nursery to Greengairs Primary 1 is a two year process. The children in our nursery use the school facilities on a daily/weekly basis throughout the year helping familiarise them with the layout of the campus. Joint events are planned between nursery and Room 2. Class visits are timetabled in May prior to August entry, including visits to the dining room.

2. Transition: Primary 7 - Secondary

A transition programme from Primary 7 to Airdrie Academy begins in Primary 6. For both P6 and P7 this programme consists of visits to Airdrie Academy. For P7 only the programme includes, blocks of lessons from visiting Airdrie Academy staff, a 2 day timetabled transition visit in term 4 and communication of individual information between staff.

3. P1 Workshops/ Induction Days

P1 Workshops

The primary 1 workshops are led by staff to give parents an insight to key areas of the curriculum and knowledge of what will be expected of their child in Primary 1.

Prospective parents/ carers are invited to an Induction Day in the May preceding the term of entry to the school. All prospective parents receive a school handbook with details of school life and remain for a presentation while their children visit P1 class teacher.

Workshops are set up to give parents' further knowledge of the curriculum.

4. Assemblies/ Performances/ Open afternoons/ Showcase events

We plan for every class to present a class based assembly and an calendar based assembly, i.e. Harvest, Christmas, Easter or End of Term. Parents/ carers/ family members are invited to share in the children's learning and performances at these events.

5. Greengairs Parents Partnership Information

Currently Greengairs Partnership meetings are held virtually. An elected group of parents meet termly to discuss school related issues on behalf of the parent forum and plan fundraising events for school funds. Minutes are communicated via our school website.

Service Standards at Greengairs Primary School & Nursery

The following response times are usually adhered to:

Responding to parents – any requests for information, any concerns, requests for references or progress are dealt with within 5 working days (term time only).

Complaints Procedure

Initially, concerns should be addressed to the appropriate teacher, Principal Teacher, Head Teacher. Concerns may be raised via letter, e-mail or phone call.

- Letters will receive either a verbal (usually by phone) response within 3 days or a written response within 5 working days. Verbal responses will generate a brief written note of the discussion and its outcome, to be held in the child's file for future reference.
- Concerns raised by phone will be addressed within 3 working days.
- Emails to Head Teacher will receive an email response within 3 working days. Those sent at weekends may not be dealt with until the following working week, and emails sent in holidays will most likely elicit no reply until term-time.

There is a system in place for monitoring the nature of complaints at the school in order to identify trends and address any recurring issues.

Communication Responsibilities

Parents/carers are reminded that communication is two way and while several modes of communication have been identified, responsibility must be taken to access this communication. Parents are encouraged to contact the school when any issues arise to which they would like a response. It is our absolute priority to ensure all children and parents are comfortable, informed and happy with the work of the school.