



Communication Policy

At Tollbrae, we value strong and supportive partnerships with our parents and carers and believe that good communication is central to this. Our Communication Policy reflects our school value of Respect.

Enquiries

We have a number of ways in which parents and carers can contact the school.

Telephone enquiries – (01236 794886). You can call the school office and leave a message with our clerical team. Office hours are between 8.30am and 4.00pm. If you would like to speak to a specific member of staff, we will endeavour to return your call within two working days but very often it is much quicker than this. Please ensure that we have an up-to-date contact number for parents/carers and all emergency contacts.

Email enquiries – When contacting the school by email, please use the address enquiries-at-tollbrae@northlan.gov.uk. Your enquiry will be passed on to the most appropriate member of staff for a response. We aim to respond to emails within two working days. Please ensure that we have an up-to-date email address for your child's main contact.

Notes/letters – If you are sending in a note or letter, please ensure that it is clearly marked with the appropriate member of staff's name. If the information is confidential, please send in a sealed envelope.

Pupil absence

We must ensure the safety of your pupils. It is essential parents notify us as early as possible by phone when children are absent from school by telephone (01236 794886) or email enquiries-at-tollbrae@northlan.gov.uk. When no notification has been received, parents will be sent a text message. Parents are asked to respond to these messages as a matter of urgency, as we will continue to follow up absences until a reason has been established.

General communications to all parents

When we require to pass on information to parents and carers, we aim to use the most efficient and effective method. These include:

School bag post. To cut down on paper and copying, we try to email information where possible, however some information is still sent home in children's school bags. Please check your child's bag regularly to avoid missing anything.

GroupCall emails and text messages. Please note that there is no facility for parents/carers to reply to GroupCall messages.

School Website. [Tollbrae Primary School | Respect. Achievement. Enjoyment. \(glowscotland.org.uk\)](http://Tollbrae Primary School | Respect. Achievement. Enjoyment. (glowscotland.org.uk)) Our school website is a useful resource for parents. It includes a copy of the school handbook and key documents and policies.

X (formerly Twitter). [@TollbraePS](https://twitter.com/TollbraePS) Day-to-day updates and celebrations are often shared on our X feed. This is a great place to see the everyday events that go on in school and nursery.

School handbook. Our school handbook is made available to all parents and can be accessed through our website.

Newsletters. Newsletters are sent out termly to update you on been happening in school, forthcoming events, changes in policy etc. These are emailed to parents and a paper copy per family is also sent home.

Parents Evening. Twice yearly, parents are invited into school to meet with their child's teacher to discuss their child's learning and progress.

Written reports. Parents/carers are provided with a written report on their child's progress each year.

Learning Journeys. A termly Learning Journey for your child's class containing key dates and an overview of planned learning will be emailed and posted on our website.

Opening Up Learning events. We host regular events to share information with parents and carers including Meet My Teacher evenings, Showcases of Learning, workshops, family learning events, assemblies and shows.

Communication to individual parents

When information needs to be passed on to individual parents and carers, we aim to do this in the most efficient and effective way. For example, a chat with the class teacher at 3pm, a telephone call from the Senior Leadership Team, a wellbeing discussion or a more formal multi-agency meeting.

Incidents and Accidents

As you will appreciate, schools are very busy places and staff are not able to contact parents and carers regarding every incident and accident. Small incidents and injuries will be addressed within school, for example, basic first aid will be administered, or a restorative conversation will take place. We will only contact parents where an injury or incident is more significant or there are other concerns. For safety reasons, we send 'Bumped Head' notes home in bags to inform parents of a minor head bump. If you would like more information on our Promoting Positive Behaviour or Anti-bullying policies, they are available on our website.

Parental Involvement in school self-evaluation and annual planning

We are always keen to involve parents, as well as other stakeholders, in our annual processes of self-evaluation and planning. This can take many forms, from online surveys to face-to-face discussions. We ask parents and carers to contribute their views and suggestions wherever possible.

We also have an active Parent Council who represent parental views and work in partnership with staff to create a welcoming ethos and support the education of pupils. If you would like to hear more about the work of our Parent Council or are interested in joining, please contact the school office and we will pass your enquiry on to our Chairperson.

Parental complaints

Should a parent wish to make a formal complaint about any aspect of the school, this should be addressed to the Head Teacher in the first instance. The school follows the North Lanarkshire Council Complaints Procedure which can be found on our website.