

### ***School Office Staff***

School office staff will pass any information from you to the Class Teacher, and the response you get may be a message from the school office staff, in the first instance.

### ***Class Teacher***

When staff are undertaking their duties with all the children, such as, when they are entering or leaving the school, it is to be appreciated that it is difficult to discuss issues with any parent.

If you have any concerns about your child's learning or progress, please leave a message with office staff for the Class Teacher. S/he will contact you the same day, where possible or the next working day, to respond to the issue you raised.

If it is necessary for you to meet the Class Teacher face to face, it is best if you make an appointment to do so, at a mutually convenient time. Please contact the Teacher through Dojo, failing that call the school office, so that an arrangement can be made for such a meeting within 2 days.

### ***Management Team***

On most occasions, if you remain dissatisfied, any outstanding issue will be addressed by the management team- any Principal Teacher, or the Depute Head Teacher. They will always try to resolve your complaint within 5 working days, or earlier, if possible.

You will not get an on the spot response, as the matter will have to be investigated. You will get a response given to you by telephone call or letter, to advise you of the outcome of the senior staff's investigation.

Additionally, please be aware that on Tuesdays in term time, you are most welcome to come in to school without an appointment, to discuss issues face to face with a member of the management team between 9-11 am.

### ***Head Teacher – Mrs Hunter***

On some occasions, it is necessary for Mrs Hunter to meet with you face to face, to resolve any outstanding issues you may have. This ensures an effective partnership approach together in a reasonable and courteous way, in the best interests of your child.

You can expect a full and fair response from Mrs Hunter in writing, which will outline agreed support strategies for your child, and any further action to be taken in school.

Please do not expect Mrs Hunter or other staff members to disclose to you information about any other child, as this is confidential and will be discussed only with his/her parents. You will be assured that appropriate action has been taken by staff under the Promoting Positive Behaviour/ RespectMe Policy in school.

### ***Stage 2: Local Authority***

After staff in Whitelees Primary School have addressed the issues you raised, and you remain dissatisfied; you are able to raise the complaint at formal investigation Stage 2.

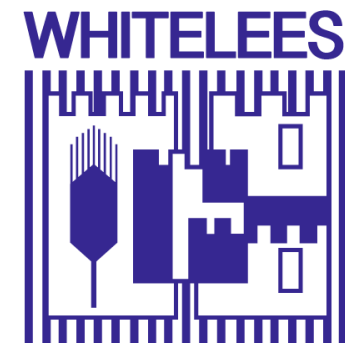
You can write in to the Duty Officer, Education, Youth and Communities, Kildonan Street, North Lanarkshire Council with your formal complaint. It will be acknowledged in 3 working days, and formally investigated within 20 working days.



**WHITELEES PRIMARY SCHOOL**

# **COMMUNICATION**

## **Parent Guide**



## OUR COMMUNICATION WITH YOU

We have various methods of communication operating within the school. As we are an eco school we try to keep paper to a minimum therefore communicate digitally where we can. We do this in a variety of ways.

### *Twitter*

The quickest, easiest option we have at our disposal is Twitter where you can find the most up to date information. For more detailed information you can visit our website where you will find all general school information, newsletters, correspondence, class updates and current up-to-date events to name but a few. Our website address is [www.whitelees.n-lanark.sch.uk](http://www.whitelees.n-lanark.sch.uk). Please feel free to have a look!

### *Groupcall Xpressions*

Our most used method is via our parent communications app Groupcall Xpressions which is now well established and 79.86% of our parents are signed up. To access this service you can download an app called Groupcall Xpressions free of charge to your mobile phone or tablet. All we need at the school is your up to date mobile number and email address and you're all ready to register. This is our preferred method of communication and is our regular way of updating you as parents ensuring you never miss any important information. All letters will be sent out as attachments to emails to help us keep our Eco School status.

### *Newsletters*

We publish both class and school Newsletters at the beginning and end of each term. Class Newsletters will be sent via our Dojo system and School Newsletters will be sent to parents via email. All Newsletters will also be available to view on our website. An email will be sent informing you when a new Newsletter is available. As we are an Eco School hard copies will not be distributed to the children however, should you wish a paper copy you are more than welcome to call into the office who will be happy to oblige.

### *Dojo*

We run the Dojo system which is also an app you can download for free to your mobile phone or tablet. This will enable two way communication directly with your child's teacher. **Please do not use Dojo to report your child's absence, this MUST be reported directly to the office.**

### *Website*

Our website address is [www.whitelees.n-lanark.sch.uk](http://www.whitelees.n-lanark.sch.uk) where you will find all general school information.

### *Communicating via email*

You can send an email to our enquiries email address [enquiries@whitelees.n-lanark.sch.uk](mailto:enquiries@whitelees.n-lanark.sch.uk). This is an informal communication which may not receive an immediate response. Our enquiries email is opened by a member of our admin team as part of our weekly routine. **The HT email should not be used as no response will be made. Serious and confidential matters should be raised using the school's formal procedures which are explained later on in this guide.**

### *Communicating via telephone*

Unfortunately due to the business of our school it is not always possible to answer the phone when it rings. If you leave a message on our voicemail system please don't assume this will be picked up in the correct timeframe. This isn't always possible. If your call is time specific please call back and speak to one of our admin team to ensure your request is handled timeously.

### *Absence Texts*

We will also continue to use our text messaging service for absence monitoring. Pupils who have not arrived in school and for whom we have not received a phone call before 9.30am will have a text message sent to their main contact asking them to contact the school.

## HOW YOU CAN COMMUNICATE WITH US

Whitelees Primary School staff will work together in positive partnerships, in the best interests of your child.

### *Stage 1: Early Resolution*

Staff welcome parents into the school to raise any issues and concerns, at Early Resolution Stage 1 of North Lanarkshire's complaints procedure, it is expected that most complaints can be resolved with the staff in Whitelees Primary School.

Please be assured that in Whitelees School the matter you raise will be listened to, and taken seriously by an appropriate member of staff.

The school staff will respond quickly within 5 working days or earlier, to assist in the resolution of the issues you raise.

