

How You Can Communicate With Us

As a school, we take great pride in our positive relationships with parents and carers. We work together in partnership with parents and carers, in the best interests of your child. Please be assured that in Whitelees, you will always be listened to, and taken seriously by all staff members. A member of school staff will respond within five working days, but usually earlier, to assist in the resolution of the issues raised. If you have any issues or concerns you would like to raise, please use the following procedures:

Stage 1 – Early Resolution – School Contact

We welcome parents and carers into the school to discuss any issues or concerns, at Early Resolution Stage 1. This is in line with North Lanarkshire's complaints procedure. It is expected that most issues can be resolved with the staff at Whitelees, so we ask that you always make contact with us as soon as possible in order to find an early resolution.

School Office Staff

Mrs Mollan and Mrs Lowrie will assist you as best they can with any queries or concerns, however if they are unable to assist, they will pass any information from you onto class teachers.

Class Teachers

When the teaching staff are undertaking their duties with the children, such as when they are welcoming or dismissing the children, this can be a difficult time to discuss issues with parents/carers. Safeguarding measures mean class teachers have a duty of care to ensure all children enter and leave the school safely, so understandably, these times are not ideal to speak with the teachers. If you have any concerns or issues, please leave a message with the Clerical Team who will pass a message to the class teacher. Alternatively, please use Class Dojo to make direct contact with the class teacher. The class teacher will make contact the same day, where possible, or the next working day, to discuss your issues or concerns.

Management Team

If you remain dissatisfied, any outstanding issue will be addressed by a member of the Management Team; Mrs McAuley, our Acting Principal Teacher, or Mrs Stewart, our Acting Depute Head. A member of the Management Team will work with you to try to resolve your complaint. If you would like to speak with Mrs McAuley or Mrs Stewart, please contact our main office, they will try to resolve your complaint within five working days, or earlier.

It is unlikely you will get an on-the-spot response, as the matter will have to be investigated. You will usually receive a telephone call to advise you of the outcome of the senior staff member's investigation.

Head Teacher

On some occasions, it may be necessary for the Head Teacher, Mrs Murdoch to meet with you face to face to resolve any outstanding issues you may have. This ensures an effective partnership approach, working together in the best interests of your child.

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

No staff member will ever disclose to you any information about another child as this is confidential. You will, however, be assured that appropriate action has been taken under the Promoting Positive Behaviour/RespectMe Policy in school.

Stage 2 – Local Authority Contact

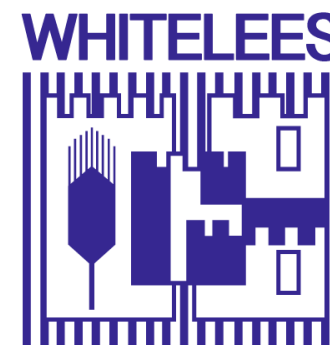
If Whitelees staff members have addressed the issue/concern you raised, and you remain dissatisfied; you are able to raise the complaint at formal investigation Stage 2.

You can write to North Lanarkshire Council, Civic Centre, Motherwell, ML1 1TW with your formal complaint. It will be acknowledged within three working days and formally investigated within twenty working days.



WHITELEES PRIMARY SCHOOL & NURSERY CLASS COMMUNICATION

Parent Guide



Our Communication With You

As a school we utilise various methods of digital communication. Hard copies of correspondence are not sent home unless they contain a return slip. Each method of communication used at Whitelees, has its own purpose.

Groupcall

Groupcall Xpressions is an app which is free to download to your mobile phone or tablet. You can register using the email address and mobile number the school has on record for you. Once registered you will receive emails and notifications from the school. You can view information on multiple children within the same app. This is an excellent system with many advantages., not least ensuring all correspondence goes directly to your mobile phone or inbox and not into school bags and trays! Groupcall is used for more formal types of communication from the school and from North Lanarkshire Council. This can include information such as report cards, new class information, etc.

School App

We have introduced the use of a school app to provide a platform for all communication which can be stored within a central space. Within the app you can access the school lunch menu and receive information about upcoming events within the school and community. Moving forward, the school app will be our preferred method of communication for more informal information.

One of the main benefits of the app is that it can be downloaded and accessed by several family members, rather than information from GroupCall being sent only to the main contact.



Newsletters

We publish newsletters at the beginning of every term to keep you up to date with events, dates for your diary and ongoing information. We have two newsletters that go live. Class newsletters are personalised for each class, detailing learning, themes/topics, and class activities.

Whole school newsletters detail wider information for across the school community. We aim to send these newsletters out on the first Friday back after each term, this allows you to plan ahead. We do our best to detail as much as possible, however, on occasion we do add and edit events. Newsletters are distributed via our School App.

School Website

Our school website is updated across the school year and holds information such as our school handbook, school policies and Parent Council information. You can access our school website at:

www.whitelees.n-lanark.sch.uk

Class Dojo

We currently operate a Class Dojo system where parents and carers are able to communicate directly with class teachers. This is a free app. All you need is a code from the class teacher, and you can register to receive all communication directly from your child's class. Class teachers distribute new codes at the beginning of each school session, usually at our Meet the Teacher event in August/ September.

Communicating via Email

Emails can be sent to our Whitelees Enquiries mailbox:

enquiries-at-whitelees@northlan.org.uk

This mailbox is monitored during school hours, and we endeavour to respond within three to five working days, however responses are usually faster than this.

This mailbox can be used to communicate general information, including absences, appointments and if you wish to meet with your child's class teacher. If you require urgent contact, then it is best to call the school office.

Communicating via Telephone

We have a busy office environment, and our first priority is always the children, so on occasion, when you call, we may not answer straight away. If your call is urgent, then we ask that you call back, however if the call is not urgent then we ask that you leave a voicemail or send an email – one of our team members will always get back to you if you request a call back.

Our Clerical hours are:

Monday – Friday

8:15am-1:30pm and 2:00pm-4:00pm

Mrs Mollan and Mrs Lowrie, our Clerical Team are on lunch from 1:30-2:00pm so we kindly ask that you do not call during these times, unless your call is urgent.

Absence Texts

We 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 notification of absence for before 9:30am, will have a text message sent to the main contact asking them to contact the school. It is vital that any pupils who are late report to the main office on arrival at school to ensure texts are not sent to parents/carers. We remind you that Class Dojo **should not** be used to notify the school of absences; during school hours class teachers are working directly with the children and do not access Class Dojo.

Twitter

Twitter is a quick and easy way to find out what is going on at Whitelees. Twitter is the main place we share pictures of the learning that takes place in classes. We also share Class Snapshots via Twitter and encourage families to share homework activities from our Family Learning Grids through Twitter too. **Follow us @WhiteleesPS.**

