



Education & Children's Services
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Braco Primary School



Parental Communications Policy

August 2021

1. INTRODUCTION AND RATIONALE

- 1.1 This policy seeks to define the means by which the school maintains good communications with parents and other stakeholders. It should provide an overview of what parents can expect of the school and, in turn, what the school will expect of parents.
- 1.2 This policy complies with relevant Perth and Kinross Council policy documents, including the [**Customer Service Standards**](#) (July 2010).
- 1.3 This policy reflects that the school's vision statement, and in particular its focus on the importance of communication with our community and cultivating trust and respect. It is an important principle that the views of all are listened to so that together we can build the best possible experience for our young people. This is our school.

2. PARENTAL COMMUNICATION WITH THE SCHOOL

2.1 Enquiries

- 2.1.1 Parents are welcome to raise matters with the school via email bracoparents@pkc.gov.uk or by telephone **01764 661420**. In many cases, including where a message has to be passed to a pupil, such enquiries can be dealt with directly by the school office staff. Where another member of staff is required to respond, the following will apply:
 - **Non-urgent enquiries** - In such cases, a message can be left with the office staff who will forward it to the relevant member(s) of staff. In line with the **Council's Customer Service Standards**, general correspondence (letters, emails and enquiries) will be responded to within **15 working days**. In many cases, however – particularly where there is a time factor – responses will be quicker.
 - **Matters requiring an immediate response** - Where a matter is of such urgency that it requires an immediate response, it will be passed by office staff to the most appropriate member of staff. In most cases, the member of staff will be available to deal with such enquiries at the time of contact. If not, they will advise you when you will be contacted, usually the same day or within 24 hours.
 - **Logging of enquiries** - All enquiries (in person, by telephone, in writing or via email) that require a member of staff to get back to a parent are logged by office staff, with details of the time and nature of the enquiry and the member of staff to whom the enquiry has been passed. This allows the school to quality assure response times.
 - **Enquiries by email** - All enquiries by email should be directed to the school's generic account: bracoparents@pkc.gov.uk

This will allow enquiries to be logged for the purpose of quality assurance and for them to be forwarded to the appropriate member of staff, with line managers copied in as appropriate. Parents are advised on the website of broad remit

areas within the school in order that they can mark their email for the attention of that member of staff.

- 2.2 **Letters to the school** - Parents will often use letters to communicate relevant information, such as reason for absence, to a primary class teacher. Such letters should be given to Mrs Speakman and information will be passed onto the relevant person.
- 2.3 **Social Media** – parents should not use social media personal/private messaging to contact members of staff. 2.1.1. above outlines the way parents should contact the school.
- 2.4 **Parental complaints** - Should a parent wish to make a formal complaint about any aspect of the school, this should be addressed to the Headteacher. The school follows the [**Perth and Kinross Council Complaints Procedure**](#). Such complaints can be made by email, letter or telephone.
- 2.5 **Subject Access Requests (SAR)** – the Data Protection Act 1998 protects individuals from possible misuse of their information, while giving them legal rights to gain access to the information held about them by an organisation or individual within it. If a parent wishes to access information about themselves or their child(ren) this should be submitted in writing to the Council's Data Protection Team at:
DataProtection@pkc.gov.uk
- 2.6 **Freedom of Information (FOI) Requests** – Members of the public have a legal right under the Freedom of Information (Scotland) Act 2002 to access information held by the Council. If you wish to request information from the Council, please contact the Council's Freedom of Information Team at: FOI@pkc.gov.uk

3. THE ROLE OF PARENTS IN GOOD HOME-SCHOOL COMMUNICATION

Communication between the school and home is at its most effective where parents are clear of what is expected of them.

The following are key ways in which parents can support the work of the school in terms of communication:

3.1 Pupil absence

- 3.1.1 The school's over-riding obligation is to ensure the safety of the young people entrusted to it, and it is of the highest importance that reasons for any pupil absences are established as a priority each morning. It is therefore essential that parents notify the school as early as possible by telephone (**01764 661420**) where circumstances are likely to result in their child being absent from school.
- 3.1.2 Where no such notification has been received, parents/carers will be contacted by a member of office staff. A voicemail will be left if contact number allows, however if office staff are unsuccessful with the "main contact", they will then proceed to contacting all other relevant contact names which have been provided. Parents are requested to respond to such messages as a matter of urgency, as the school will

continue to pursue absences until such time as it has established a reason for an absence. If you are unable to be contacted in an emergency please consider who is the most appropriate person to be the main contact for your child(ren).

3.1.3 It is also very important that parents provide the school with absence notes, when appropriate, following medical absences and authorised and unauthorised parental holiday absence.

3.2 Information Returns

3.2.1 Throughout the session parents will be asked to make returns to the school by a stated deadline. These could be for a number of reasons, such as information data updates, confirmation of attendance of a pupil on a school trip or activity, feedback on reports etc. Whatever the reason, it considerably eases the administrative burden to the school when parents adhere to the deadlines provided.

3.3 Updating the school on personal matters

3.3.1 All our pupils can be affected by things going on at home or in their personal lives, and these in turn can have an impact on their learning. It is very helpful for the school to be made aware of anything that a young person may be experiencing away from school that could be having an impact on how they are feeling in school. This could be something such as a family bereavement or friendship difficulties.

3.4 Updating the school in the event of change of contact details

3.4.1 It is very important that the school has current contact details for parents and other relatives. Parents are requested always to notify the school of such changes, both to their own contact details and those of relatives. This can be a particular problem for the school when it comes to mobile phone numbers. These changes can be notified via the school email address bracoparents@pkc.gov.uk

3.5 Use of Social Media

3.5.1 Consideration should be given regarding the nature of comments made about members of staff or the school on social media platforms. Where a parent has a concern or complaint this should be raised with the school directly so this can be addressed through the complaints procedure (see 2.4 above).

4. COMMUNICATION BETWEEN THE SCHOOL AND PARENTS/CARERS

4.1 The School Handbook

4.1.1 A school handbook is made available to all parents through the school website and is updated by December of each year. This handbook meets the requirements of the Education (School and Placing Information) (Scotland) Regulations 2012 and its purposes include:

- providing a welcome for new parents to the school;
- helping parents to choose a school; and
- helping parents to prepare their child for school.

4.1.2 The handbook should serve as a practical guide to parents about school, authority and national policies and how these will impact on their child's experience at the school. It should also give them a good 'feel' for the sort of school that we are.

The school handbook is also available in hard copy upon request to the school office.

4.2 Standards and Qualities Report

4.2.1 The school is required under the Standards in Scotland's Schools etc (Scotland) Act (2000) to publish an annual report including key performance measures such as those relating to attainment and attendance. This report is published on the school website in September.

4.3 General Communications to all parents

4.3.1 The school uses a variety of methods to communicate with all parents on matters which are of interest to them. These include:

- **Email** – the school holds parental email addresses for all pupils and will use this as the main way in which to communicate with parents. If permissions slips are required to be signed by parents, paper letters will be issued home with pupils.
- **The School Website** – the school website is a very useful resource for parents. As well as providing news updates, the website is the place where parents are most likely to find information they need about the school. This includes the school's calendar of events, the school handbook and other key documents.
<https://blogs.glowscotland.org.uk/pk/BracoPrimaryWebsite/>
- **Twitter account** – this is particularly useful for providing updates on pupils' achievements both within the school and in terms of extra-curricular activities:-
[@bracopprimary](https://twitter.com/bracopprimary)
- **App – bracoSchool App** – this is available to download for all parents and is useful for alerts for whole school or individual class news

4.4 Communication regarding the curriculum/learning and teaching

- There are two parents' nights per year for primary pupils and a detailed written report towards the end of the session. Parents are also provided with a Learning Tree curriculum overview at the beginning of each term.

4.5. SEEKING PARENTS' VIEWS

5.1 The Parent Council

5.1.1 The Parent Council, which meets once per term and is attended by the Headteacher, is a key vehicle for parents to share their views with the school leadership. These meetings are also used by the school leadership team to provide parents with updates on a wide range of issues, ranging from small changes to procedures to very significant government policy changes. The school is committed to harnessing the potential of the Parent Council as a key forum for interaction with parents, and will always seek to support initiatives raised through this body.

5.2 Parental Involvement in school self-evaluation and annual planning

5.2.1 The school is also keen to involve parents, as well as other stakeholders, in its annual processes of self-evaluation and planning. Parents' representatives are invited to take part in ongoing evaluations throughout the school year

5.3 Consultation on proposed change

5.3.1. The school is committed to consulting parents wherever possible, particularly in cases where significant changes in policy or procedures are under consideration. As well as pupils themselves, parents are key stakeholders within the school community and their views are valued and will be taken into consideration in the making of decisions.

5.4 On-going evaluation of events

5.4.1 The school is also committed to seeking regular feedback from parents on activities such as parents' nights and we will always issue evaluation forms to seek parents' views on how such events might be improved.

SCHOOL CONTACT DETAILS:

- Email Address: bracoparents@pkc.gov.uk
- Phone No: **(01764) 661421**
- Twitter/Facebook: **@bracoprima**
- Address: Braco Primary School
Feddal Road
Braco
By Dunblane
FK15 9QD