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Parental Communications Policy



Collace Primary School

Parental Communications Policy

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).

2. PARENTAL COMMUNICATION WITH THE SCHOOL

2.1 Enquiries

- 2.1.1 Parents are welcome to raise matters with the school by visiting reception or by telephone – 01250 871420. 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 to the most appropriate member of staff who will usually be a member of the school's Senior Management/Leadership Team. 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 respond to a parent are logged centrally, 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: collace@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 person.

- 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. In general, any letters requiring a response should, in the first instance, be addressed to one of the following: the Headteacher or Principal Teacher.

- 2.3 **Social Media** – parents should not use social media personal/private messaging to contact members of staff.
- 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 Handling Procedure](#). Such complaints can be made by email, letter, telephone or in person.
- 2.5 **Subject Access Requests (SAR)** – the Data Protection Act 2018 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 COMMUNICATIONS

- 3.1 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:

3.2 Pupil absence

- 3.2.1 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 where circumstances are likely to result in their child being absent from school.
- 3.2.2 Where no such notification has been received, parents will receive a phone call on the day of absence no later than 9:30am asking for such information. Parents are requested to respond to such phone calls 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. In the past, this has led to the unnecessary involvement of the police.
- 3.2.3 It is also very important that parents provide the school with absence notes, when appropriate, following medical absences.

3.3 Information Returns

- 3.3.1 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.

3.4 Updating the school on personal matters

3.4.1 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. Please contact your child's class teacher, Principal Teacher or the Headteacher in confidence either by email or by calling the school.

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

3.5.1 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. Please contact the school office as soon as possible to inform them of any changes either in person, by email or by phoning the school.

3.6 Use of Social Media

3.6.1 Consideration should be given regarding the nature of comments made about members of staff 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 on the school's website or in hard copy upon request. [Click here to access the current Collace PS Handbook.](#)

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's 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:

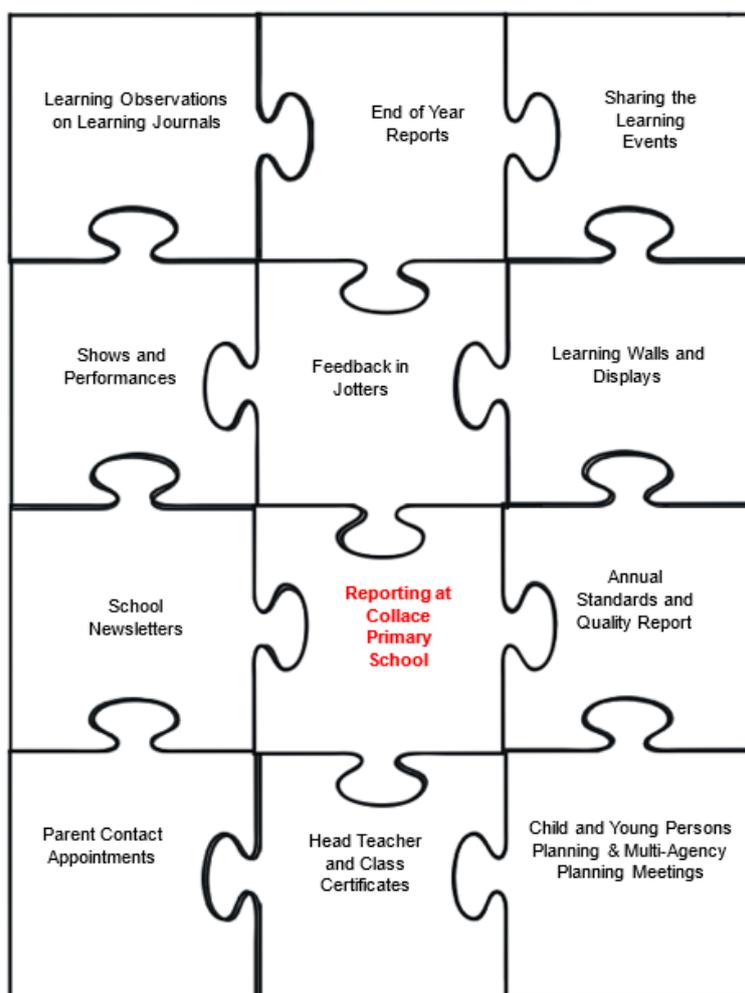
- **Email** – the school holds parental email addresses for almost all pupils and is increasingly moving towards this as the means of communication in preference to paper. Email is used for communication of information to Parents/Carers about trips, events, news and important messages, letters, requests etc.
- **Learning Journals** – this is used primarily as a learning journey to chart your child's progress and achievements in school. Each child has their own Learning Journal account and parents/carers can login to see the learning when new posts are uploaded. Teachers may post whole class learning along with personal achievements and learning for each child.
- **Groupcall** – this facility allows the school to send short text messages to parents and is usually used only for matters that require to be drawn to parents' attention urgently such as school bus cancellations or severe weather closures.
- **Parent Pay** – A platform for making school meal/trip payments and hosting digital consent forms.
- **Parents Portal** – Online tool linked to your child's P&K school database record to review data checks, update contact info & view attendance.
- **Newsletter** – an electronic newsletter is published once a term and provides Parents/Carers with an accessible and attractive overview of the school's activities. All newsletters have a 'dates for your diary' section and is distributed via School App, email and the website.
- **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, school newsletters and other key documents. The school website also provides clear details for parents on how they can contact the school. blogs.glowscotland.org.uk/pk/collaceps/

4.4 Communication regarding the curriculum/learning and teaching

At Collace we report to parents in a range of ways across the school year:

- Parent Consultation Meetings - Class Teachers meet with parents in Term 1 and Term 4 to verbally report on child progress.
- Learning Journals - Class Teachers use Learning Journals to share significant observations of learning.

- School Report - In Term 3 significant observations of learning from Learning Journals are collated to form a school report. The report also provides information for parents about their child as a learner and the level at which they are learning.
- Sharing Learning Sessions - parents are invited into school to share in their child's learning.



5. SEEKING PARENTS' VIEWS

5.1 The Collace School Association (CSA)

5.1 The CSA, which meets regularly 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 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 CSA 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 the annual strategic planning day, which takes place towards the end of each academic session.

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.

5.5. Annual parental survey

5.5.1 In addition to these methods of seeking parental views, the school also conducts a formal parental survey, covering a wide range of the school's functions, towards the end of each academic session. These questions largely remain the same each year which allows the school to note trends – either positive or negative – in terms of parental responses. A summary of this survey is shared annually with the CSA and, where appropriate, their views on next steps sought.

6. SCHOOL CONTACT DETAILS:

- Email Address: collace@pkc.gov.uk
- Phone No: 01250 871420
- Website: blogs.glowscotland.org.uk/pk/collaceps/
- Address: Kirkton of Collace, PERTH, PH2 6HU