

Dunbarney Primary School

Communications Policy



Working in partnership with families to support all
our young people to:

Be Their Best Selves

Honest Ambition Respect Kindness

At Dunbarney Primary School we are committed to working in partnership with parents and the wider school community. We want to work together to ensure that all our young people fulfil their potential and become their best selves. Communication is key to success. This guidance has been produced to ensure a shared understanding and to clarify expectations.

Our school values are at the heart of all that we do. We undertake to be honest ambitious respectful and kind in our communications with the school community on the understanding that will we be shown the same courtesy in return.

Please see below for examples of how we communicate with families. Each section has information about what the school does and what we ask parents to do to promote effective communication.

Whole School Communication

Pupil Registration Form: When parents register at school, they are asked to provide information about their child including who we should contact to share information.

When a child's parents do not live together, we can provide two sets of information. Please indicate on the form if this would be helpful to you. If a parent has parental responsibilities and they are not receiving information they can contact the school directly on dunbarney@pkc.gov.uk.

School Handbook: The school handbook contains information about the school. It includes, for example; contact information, the structure of the day for school and nursery, staffing information as well as information about the curriculum and child protection. Electronic copies of the school handbook are available on P&K website and the school website. A copy is given to new families when they start school and copies are available from the school office.

Annual Data Check: We send a summary of the contact information and permissions we hold and ask parents to check and confirm that this is still valid.

Parents should ensure that we have up to date contact information for them and return the annual data check form. Parents should let us know if any contact details change.

School Improvement Plan and Standards and Quality Report: Every year the school produces a report on the work of the school and an improvement plan outlining next steps. These are available on the school website and from the office on request. These are discussed at Parent Council meetings and parents are asked for their views via surveys.

Parents should respond to surveys and give their opinion and ideas about how we can work together to make the school the best it can be.

School website: Information about the work of the school can be found at our school website policies, programmes of work and examples of children's learning are all available via the school website. The school website is being updated [Summer Term 2021]

Twitter: We regularly share photographs and brief text about events and learning in school. In addition to this the regular school newsletters are posted on Twitter. Reminders about events are posted on twitter.

Facebook: The school has a Facebook page which we use to share information about events and activities in school.

The school social media accounts are for sharing information about the life and work of the school and should not be used by parents to communicate with the school.

Emails: Emails are sent by the school office to inform parents of upcoming events in school or in the wider community. We also use this to send information about class or whole school activities.

Parents should ensure that we have an up to date email address for them.

Texts: We use SMS Groupcall texting when we have to share information that requires a speedy response. This method of communication incurs a cost per text. This cost is paid for by the Parent Council.

Parents should ensure that we have an up to date mobile contact number for them

Parent Pay: is an app used in all Perth & Kinross Schools to allow parents to pay for school trips events and lunches. In addition to this Parent Pay has a facility which allows us to seek parental permission for events and activities. Please note that Parent Pay he is used by the school to seek parental permission even when there is no cost associated with the activity

Parents should activate their Parent Pay account and check it regularly. It can be set up to send alerts.

Newsletters & News Flashes: The headteacher issues regular news flashes, which are published on the school website, and Twitter feed.

Parents should check regularly to see if information has been issued from the school.

Pupil newspaper: Pupils work together to produce a pupil newspaper "Discover Dunbarney" which is issued five or six times per session

Parents should read and enjoy.

Parent Council: The Parent Council meet approximately four times per year and is a forum for parents to learn more about the work of the school and raise issues or concerns. The dates are advertised in advance and the Parent Council also communicates via facebook.

Emergency Closures: When the school has to close unexpectedly due to a heating failure or snow this is notified via Radio Tay and will also be posted on the school Twitter feed. NB text may also be used on these occasions if the text facility can be accessed by a member of staff.

Communication about individual pupils

Parent Nights & Reports: We have two Parents Night per session. The first is before the October Holidays and the second is in June. In addition to this the class teacher produces a written report which is issued to parents in May of each year. Two copies of reports can be sent if required. Separated parents can request an additional parents' night appointment.

Parents should let us know if they require an additional report or parents' night appointment

In addition to these meetings If parents have a worry or concern about their child/ren they should speak to the class teacher in the first instance. If they wish additional support in this the teacher or parent may invite the link member of the management team to be part of the discussions. Miss Dow. Nursery to P3, Mrs Paterson P4-P7.

ASN Support :Regular meetings are held to discuss and plan for pupils who require additional support in their learning. Transition meetings can be arranged when children move from other schools, from Nursery to P1 and from P7 to Secondary School. These meetings are planned within the P&K policy and guidelines

Pupil Absence: Parents should contact the school before 9 am if they know their child is going to absent that day. The preferred method of contact is an email to dunbarney@pkc.gov.uk . Parents should say why the child is not attending that day and if possible give an indication of expected date of return. If parents are unable to email they can phone on 474564. If no message is received the school will attempt to make contact.

Parents should let the school know about any absences. Trying to contact parents in the morning can be challenging and takes staff away from other tasks.

Seesaw: is used in all classes to share learning with parents . Information about how to log on is sent to parents at the start of each session. When parents have let us know that they require two sets of information we will issue additional sees saw codes.

Parents should activate their account and check regularly for updates from school.

General communication can be sent by letter, email to dunbarney@pkc.gov.uk or by phoning 474176 : parents can share Information regarding their child by letter addressed to the class teacher, office or member of management team.

Concerns: From time to time parents may have a concern about their child's progress or wellbeing Or they may have an issue relating to school policies. Parents are welcome to contact the school to raise any such concerns by sending an email to dunbarney@pkc.gov.uk. We will work with parents to try to resolve these.

Complaints: From time to time parents may feel that the service provided falls short of the standard expected. Parents can complain about an aspect of school service by contacting the Head Teacher. If the complaint is about the Head Teacher, then parents school contact P& K council directly. Complaints will be dealt with following the P& K Handling Complaints Policy.

GDPR: We will undertake to be mindful of our responsibilities under GDPR and protect personal details in line with P&K Guidance and our legislative responsibilities.

Updated 04/05/2021