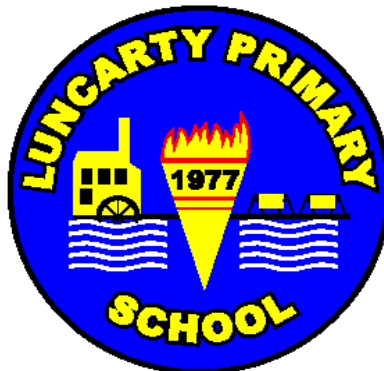




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Luncarty Primary School

Parental Communications Policy



Reviewed November 25

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 in the first instance with the school by emailing luncarty@pkc.gov.uk, by visiting the school office or by telephoning on (01738) 474185. 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 Leadership Team. Where the member of staff is unavailable to deal with such enquiries at the time of contact, you will be advised as to when they will contact you; usually the same day or within 24 hours.
- **Enquiries by email** - All enquiries by email should be directed to the school's generic account: luncarty@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.

- 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. Any letters requiring a response should, in the first instance, be addressed to the Headteacher.

- 2.3 **Social Media** – Parents should not use personal social media or private messaging facilities 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 initially to the Headteacher. The school follows the [Perth and Kinross Complaints 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 school and home is essential. 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 office as early as possible by telephoning (01738) 474185, where circumstances are likely to result in their child being absent from school.
- 3.2.2 Where no such notification has been received, office staff will phone / leave a voicemail message asking for such information. 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.
- 3.2.3 It is also very important that parents provide the school with absence notes / an email 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 us at 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 do get in touch by emailing luncarty@pkc.gov.uk or by contacting the school office on (01738) 474185 in the first instance.

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 both parents and additional emergency contacts. Parents are requested always to notify the school of such changes, both to their own details and those of named contacts. This can be a particular problem for school when it comes to getting in touch via mobile phone numbers. Contact details are checked annually in August and should be updated accordingly throughout the year. Updates can be made through the ParentsPortal or by putting it in writing or in an email to luncarty@pkc.gov.uk .

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 <https://blogs.glowscotland.org.uk/pk/luncartyprimary> or as a hard copy upon request by contacting the school office on (01738) 474185.

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 all pupils and is our preferable means of communication. Paper copies are available upon request.
- **Learning Journals** – This means of communication is primarily used to share learning. Nursery staff and class teachers will post regularly examples of learning and photographs of activities undertaken.
- **Newsletter** – the school newsletter, published termly, provides parents with an overview of important school dates, upcoming activities and a summary of school events.
- **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 handbook, school newsletters and other key documents. The school website also provides clear details for parents on how they can contact the school <https://blogs.glowscotland.org.uk/pk/luncartyprimary> .

4.4 Communication regarding the curriculum / learning and teaching

- **Nursery**
'New starts' to the Nursery often begin with a meeting with parents and their child's key worker to discuss the child's needs and to create a personal plan. Planning is shared with parents via Seesaw along with children's learning, which is shared through Seesaw, at least weekly. There are two parent contact appointments throughout the academic year where your child's key worker will discuss their progress in learning and social and emotional developments. A detailed written report is provided towards the end of the session for children progressing into Primary one. For all other children, a shorter report is provided. Nursery staff are often available for informal discussion at the beginning and end of nursery sessions to pass on key information, and formal appointments can also be arranged if required.
- **Primary** - Parents are provided with a curriculum overview 'Learning Tree' at the beginning of each term and learning is shared through Learning Journals. There are two parents' nights per year for primary pupils and a detailed written report once per academic year. Primary staff are often available for a brief, informal discussion at the end of the school day to pass on key information where appropriate, and formal appointments can also be arranged if required.

5. SEEKING PARENTS' VIEWS

5.1 The Parent Council

5.1 The Parent Council, which meets termly, is attended by the headteacher and is a key vehicle for parents to share their views with the school leadership. These meetings are also used as a means to provide parents with updates on a wide range of issues, ranging from small changes and 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 school improvement planning. Parents' representatives are invited to contribute towards this process throughout each 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 committed to seeking regular feedback from parents on activities through a variety of measures including open afternoons and parent contact sessions.

6. SCHOOL CONTACT DETAILS:

- Address ~ Luncarty Primary School, Marshall Road, Luncarty PH1 3EX
- Phone No ~ (01738) 474185
- Email Address ~ luncarty@pkc.gov.uk
- Website ~ <https://blogs.glowscotland.org.uk/pk/luncartyprimary>