**Code of Contact with School:**

APPENDIX 1 – ‘Promoting Positive Relationships and Behaviour Policy.’ Updated March 2019



As a staff, we have reviewed the ‘Code of Contact’ with the school as we are fully committed to the ‘Getting it Right for Every Child’ Agenda.



As a staff team, we want to effectively engage with our parents and families in a timeously and effective manner when issues arise and we are aware that the Pastoral care of our children is the responsibility of all.

With this in mind, we have created an overview of how we can best meet the needs of our parents and families.

This overview provides clear guidance and expectations of how we can best work as a team to support the children in our care and it will be available on our school website and displayed in the School Office. The overview will be reviewed in light of ongoing, changing circumstances.

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| **Point of Contact** | **Guidance/ Overview:** |
| Telephone Calls to the School Office.  | **When you make a call to the School Office, you can expect:*** Calls to be answered in a polite, friendly manner.
* Calls to be treated in the strictest of confidence.
* Questions to be asked to ascertain how best we can support your enquiry:
* **Can I please ask what your call is in relation to today?**
* Phonecalls will then be returned as soon as possible (certainly within five working days) by the member of staff who is best suited to deal with your enquiry.
* This may be the Office Staff, the Class Teacher, Mrs McPherson (PT) or Mrs Mackenzie (HT).
* Please note that our Office Staff have access to the shared electronic calendar and are able to book appointments for meetings with Class Teachers or the SLT (Senior Leadership Team).
* The Office Staff should be informed if there are any issues that directly relate to your child in relation to the following:
* Absence.
* Medical information.
* Collection from school.
* Personal appointments.
* Excursions.
* Lunches/ lunch money.
* Monies/ payment through ‘Parent Pay.’
* Residential Excursion – Primary 7.
* Day to day events in school.

Please note that this list is not exhaustive.  |
| Emails to St. Fillan’s Enquiries.  | **When you email the school, you can expect:*** Your email to be answered by the member of staff who is best suited to deal with your enquiry. This may be the Office Staff, the Class Teacher, Mrs McPherson (PT) or Mrs Mackenzie (HT). The staff member will endeavour to reply to an email within five working days once they have received the email, not necessarily from the date it was sent.
* **Emails will be received by the ‘St. Fillan’s Enquiry Mailbox,’ but please be advised that whilst we aim to reply check this mailbox regularly, the well-being of our children remains our first and foremost concern on a daily basis.**
* **Please note, that as a small school, we will endeavour to answer your email as soon as we possible can.**
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| Class Teacher Enquiries.  | Our teaching staff are highly skilled in being able to provide you will support/assurance about a range of issues where you may require clarification. As the Class Teacher is the lead professional in your child’s day to day education, the SLT highly value their professional judgement and ability to ensure that your child is happy, safe and reaches their full potential. Issues that Class Teacher’s will be able to assist you with, in the first instance of contact with the school include:* **Homework.**
* **Class work.**
* **Situations that have arisen in class.**
* **Situations that have arisen in the playground.**
* **Friendships and peer relationships.**
* **Issues surrounding behaviour.**
* **Responsibilities that pupil’s may have.**
* **Class trips.**
* **Progress update/ Child’s Plan targets.**

**NB. This list is not exhaustive.**  **Contacting the Class Teacher:*** Homework Diary – this is an effective means of a two way written correspondence.
* Phone call to the School Office.
* Email to St. Fillan’s enquiries.
* Informally – in the playground.

**When you contact your Child’s Class Teacher, you can expect:*** Your enquiry/concern to be treated seriously.
* Your enquiry/ concern to be treated in a professional, confidential manner.
* Your enquiry to be dealt with in a timeously and efficient manner. (Within five working days).
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| Enquiries to the Senior Leadership Team (SLT).  | Mrs McPherson in her role as Principal Teacher and Pupil Support Co-ordinator in St. Fillan’s is happy to assist you with enquires relating to the following issues:* Pastoral care.
* Changing family circumstances.
* Bereavement.
* Pupil Support.
* Matters involving partners/ external agencies.

Mrs Mackenzie in her role as Head Teacher has overall responsibility for the school. She is happy to assist you with enquires relating to the following issues:* Child Protection.
* Social Work.
* Issues relating to the Health and Safety of pupils/ staff and school community.
* School Improvement.
* Issues directly relating to Renfrewshire Council.
* Changing family circumstances/ confidential issues.
* Pastoral care.
* Issues relating to finances/ cost of the school day.
* Class structures/ staffing concerns.
* School Transport.

**When making contact with any member of the SLT, you can expect:*** Your enquiry/issue to be treated seriously.
* Your enquiry/ concern to be treated in a professional, confidential manner.
* Your enquiry to be dealt with in a timeously and efficient manner. (Within five working days).
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| Contact in relation to Medical issues/ First Aid.  | Mrs Kelly is our trained First Aider in school. If your child requires medicine to be administered during the school day, then Mrs Kelly will oversee this. Please note that the appropriate ‘Medicine Form’ must be completed at the School Office prior to any medicines being administered. If your child’s medical status changes, then it is imperative that this information is shared with the Office Staff and Mrs Kelly. This includes changes to inhalers, eyesight, hearing, allergies etc. Please note that you may receive a telephone call during the school day from Mrs Kelly if your child has received First Aid/ Medical attention. Often we will consult parents/carers about the intended course of action in relation to medical concerns. This is normal procedure.  |