



Parents and Carers Communication Policy

At Heathfield Primary and EYC we believe that good communication between school and home is essential, and children achieve more when schools and parents work together.

In our school we aim to have clear and effective communications with parents. We aim to ensure all communications are timely and respectful.

We aim to communicate in the following ways:

- Electronic communication – Expressions app, school website, School Facebook page, Learning Journals (EYC only) and email.
- Information - Policies, letters, newsletters, and information leaflets – sent via email. Paper copies available on request.
- Telephone Communication
- Informal/formal meetings



Emails

Parents can contact school via email heathmail.mail@south-ayrshire.gov.uk. Emails will be received by the clerical team during working hours and forwarded to the relevant member of staff. Emails referring to any pupil will be sent to the child's class teacher and the Depute Headteacher with responsibility for the stage as follows:

EYC – Primary 2 – Natalie Spence (Monday – Thursday), Laura Boyd (Friday)

Primary 3 – 7 – Kathryn Hamilton

All correspondence for the **Extended Learning Facility** will be forwarded to the child's class teacher and Linda Cameron, Principal Teacher.

Caryn Davidson, Principal Teacher will be copied in to all **Primary 7** correspondence.

All emails are treated with full confidentiality, and we will strive to respond to parents' emails within 2 working days (during term time). If this is not possible a member of the clerical team will contact you in the meantime.

Parents should be aware that if the communication is urgent or a Child Protection and safety issue, they contact the school by telephone.

Information sent to parents/carers:

- Educational Visits, sporting events and trip letters will be sent out with at least one week's notice and will contain any relevant information (e.g. lunch / clothing requirements) as well as information linked to consents and contributions via Parent Pay.
- The Headteacher Newsletter is sent home monthly and contains 'Dates for your diary'.
- A Curriculum Newsletter is sent home each term and outlines key learning and suggested homework tasks.

Please note – we will strive to avoid contacting parents at weekends and after hours unless completely necessary. If you have any concerns that this policy is not being adhered to please contact the Headteacher via the school office.

Telephone communication:

- Parents are asked to contact the school by phone if their child is unwell.
- If you would like to speak with a member of staff directly, we ask parents to phone the school on 01292612123 to arrange a mutually convenient time for contact.
- The school will telephone parents if their child is unwell or has a serious accident in school.
- A member of staff may phone the parents to discuss a concern.



Informal/Formal Meetings:

- If necessary, parents can visit the school to ask questions, gain support or to have the opportunity to talk about their child/home issues with either the Head Teacher, Deputy Head Teacher, Principal Teacher, or Class Teacher. Parents are asked to phone the school office to make an appointment.
- The office staff are available to accept daily information/messages from parents and pass it along to teachers where necessary.
- Parental Consultation is held regularly throughout the year via google forms and at Parents Evenings. Your views are important to us. After any consultation we will feed back on results and any actions.
- There will be 2 Parents Evening held in the first and third terms and all parents are invited to discuss their child's progress.
- An Annual Written Report will be compiled and sent home in Term 4 each year.
- There will be opportunities to come in and share your child's learning throughout the year, including in term 1 to meet the class teacher.
- There is a Primary 1 and Primary 7 Information Evening held in Term 1.

Facebook Page

Our Facebook Page is a platform to share experiences and support with communication. It will rarely be used as the first and/or only means of communicating with parents. The Messenger facility will not be regularly monitored, and the comment section is for positive and supportive comments only. Any negative messages will be deleted, and the comments option turned off.

Childrens photos will only be shared with a parent's consent.



General information:

We aim to work closely with parents to support all children, and good working relationships are vital, therefore we politely request that all communication remains professional and polite.