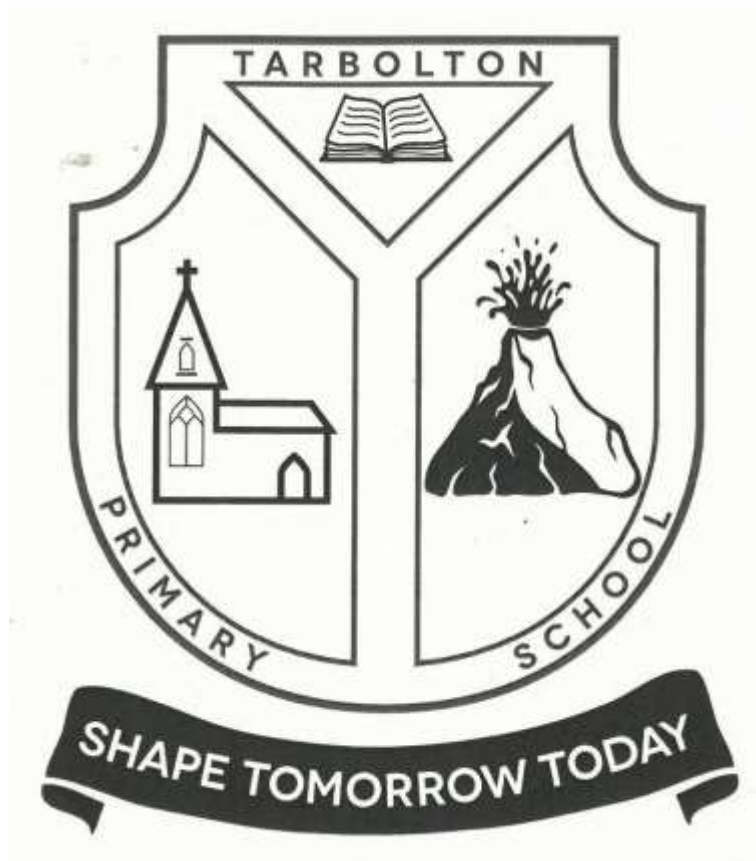


PARENT COMMUNICATION POLICY



Updated August 2020

Rationale: communication with parents and carers is essential to ensure parents are involved in their child's learning journey and also to ensure schools are meeting learners needs.

Article 18: both parents share responsibility for bringing up their children, and they should always think about what is best for their child.

Article 29: we have the right to become the best we can be

Article 42: the government must let us and our families know about our rights



AIMS OF THIS POLICY

To outline the roles and responsibilities of staff and parents

To ensure effective links between home and school

To protect each staff member's personal time

RESPONSIBILITIES

Senior Management Team

- To monitor communication between home and school
- To support staff or parents if communication breaks down between parents and a member of school staff

Clerical staff

- To ensure all pupils records are accurate with appropriate contact details
- To support parents to access the SEESAW family app
- To pass messages in a timely fashion to staff members when emails and phone calls are received from parents
- To call home immediately where an accident requires to be reported during the school day i.e. head injury
- To relay information given by parents to the appropriate member of staff including where appropriate sharing with a member of the management team.

School Assistants

- To report information which is required to be shared with parents to a member of the management team, class teacher or clerical staff

Early Years Practitioners

- To communicate with parents via the SEESAW app
- To notify parents (verbally where possible) of any accidents or incidents
- To complete care plans along with parents (this can be done via SEESAW, via a telephone conversation or in school face to face (not during COVID restrictions) or outside at a 2m distance (during COVID restrictions))
- To support parents in the use of SEESAW

Class Teachers

- To communicate with parents via the SEESAW app
- To support parents in the use of SEESAW
- To produce report cards in conjunction with pupils
- To meet parents face to face as per the school working time agreement (not during COVID pandemic)

- To return parent phone calls where appropriate

Parents

- To install the SEESAW app and connect to their child's account (through the governments digital initiative all families should now have digital access)
- To communicate in an acceptable manner with staff. We have a zero tolerance policy with regard to offensive messages and inappropriate use of language
- To notify office staff immediately of any changes to personal details or that of emergency contacts

MEANS OF COMMUNICATION

Face to face

Face to face contact is often helpful and has a more personal feel about it however we appreciate that parents work or personal commitments may not lend themselves to face to face contact and in these instances alternative methods will be used.

Face to face meeting will be the preferred method of communication for parents evenings however during the COVID pandemic and possibly in future as a means of preventing the spread of any outbreaks an alternative form of communication will be used.

Telephone Calls

Our school office is open between 8.30am and 2.00pm and then again between 3.00pm and 4.30pm. Parents are welcome to call between these hours on 01292 612152 to pass on information or to request a meeting

Email

Our school email address is tarbolton.mail@south-ayrshire.gov.uk. Parents are welcome to send emails to this address however please note emails are only checked once per day. Urgent messages are better coming to us via a telephone call.

SEESAW

All pupils in our school have a SEESAW account

Teachers and Early Years Practitioners add to this account weekly and often daily creating a journal of each child's learning experiences. Parents are encouraged to view these posts 'liking' them or adding a comment. We encourage parents to comment on at least one post per week as pupils love to see a parent comment.

SEESAW also has a private message facility. Only a parent and the person they message will see this message.

Parents are able to message the following people for the following reasons

Mrs Blair & Mrs Ross	any communication welcome
Mrs McDowall	requests for appointments with a staff member general enquiries
Mrs Russell	report a reason for pupil absence to change a child's medical information to update a child's record
Class Teachers & Early Years Practitioners	to raise any concerns regarding their child to request information about their child to share information about their child

Parents should note that whilst in class, teachers will not always be able to read messages and will not be able to respond to messages, therefore urgent messages are better coming via a telephone call to the main office.

NEWSLETTER

- Class teachers will produce a termly newsletter
- Management Team will produce a monthly newsletter

FACEBOOK

The school does not have a Facebook account

Staff members will not accept friend requests from parents

Those staff who have parents as friends will not respond to questions about school via their personal Facebook accounts

SCHOOL WEBSITE

The address of our school website is <https://blogs.glowscotland.org.uk/sa/tarboltonprimary/>. On here parents will find information regarding procedures in school, after school activities and so much more. We encourage all parents to regularly check our website.

Parents are reminded that communication is a two way process. As a school, we will make every effort to keep parents informed. We would ask that if you are unsure about any incidents or upcoming activities that you contact us directly to clarify. From time to time 'stories' arise which are not accurate and cause upset. You are always best to clarify with the school directly if you are unsure.

COMPLAINTS PROCEDURES

If any parent is unhappy with any communication or with lack of communication, they are requested in the first instance to ask to speak to a member of the management team who will aim to clarify and where possible rectify the situation. Where a parent still feels they would like to complain they have the right to do this via this link <https://www.south-ayrshire.gov.uk/complaints/>

Review date: August 2023