



# Cropredy C of E Primary School

## Staff - Parent Communication Policy

At Cropredy School we believe that clear communication between school and parents\* is important to help pupils benefit as much as possible from their time at school. We are committed to improving parents' understanding of our school and encouraging parents to play an active part in their child's education. We welcome discussion with parents on all aspects of their child's education, their personal and social development and care and welfare. This policy describes how staff will communicate with parents about these issues and how we would like parents to communicate with us.

\* Throughout this document the term parents also refers to carers.

We will communicate with parents in a variety of ways - these are described below. This forms the basis of our policy for Communication with Parents.

### Sharing information

Weekly school newsletter

Text/email reminders/alerts from the school office

Termly (3 times a year) class letter

Quarterly governor letter

Parent Forums yearly.

Trip letters and permission slips

Via the Website – [www.cropredyprimaryschool.org.uk](http://www.cropredyprimaryschool.org.uk)

Via the school FB Page

First Aid – if your child has received first aid, they will receive a sticker and a note in their book bag.

Our aim is to be paperless but parents can request paper copies from the school office.

### Contacting members of staff.

If you wish to speak to a member of staff please follow one of the following guidelines:

**Email** – sent to school office will be forwarded to the appropriate member of staff. You will receive a reply to let you know that your email has been forwarded.

**Please allow 3 working days for a response** and do remember that the school office hours are 8.20am – 2.30pm.

If your email is urgent please mark the email urgent in the subject line.

And follow up with a phone call if you do not hear back in an appropriate amount of time.

Letters or notes, can also be passed to members of staff via the school office and the same time frame as emails will be in place regarding time to reply.

For any urgent or serious issues, please make an appointment to discuss it face to face with a member of staff.

***'The Lord is my Shepherd.' Psalm 23***

**If you have a concern** – please see the ‘what do I do if I have a concern’ document. If you’re not satisfied with the outcome from following that procedure, please see the school complaints policy which can be found on the school website.

**Teachers communicating with parents:**

There are two parent-teacher interview meetings during the school year to discuss attainment and progress and a written end of year report.

Teachers may sometimes request additional meetings during the year for instance to discuss your child’s performance, attendance or behaviour.

The school office will contact parents to make these additional appointments.

Sometimes teachers need to contact parents during the school day. This could be for a variety of reasons, including any behavioural concerns.

This could take the form of a phone call for a brief discussion or to arrange a mutually convenient time for a face to face conversation.

**Speaking to teachers:**

**A ‘quick’ chat.**

Staff at Cropredy School, would like to be as approachable as possible. Please make an appointment to see the teacher. If you just need a quick word in the morning, you can try and speak to them on the playground before school starts. Please be mindful that some staff are on hall/playground duty in the morning and bus duty in the afternoon so this may not be possible.

However, we would ask you to consider that if everyone needs to talk to the teacher, this may make it difficult for the school day to start as planned.

We ask that you do not enter the classrooms as this can be distracting for all staff and pupils alike.

**An appointment.**

If you need longer than 2 minutes please arrange for an appointment, or a phone call with the teacher, via the school office.

Email – [office.3000@cropredy.oxon.sch.uk](mailto:office.3000@cropredy.oxon.sch.uk).

Telephone – 01295 750210

**If you would like to speak to a governor:**

The governors are responsible for the strategic planning for the school and the head teacher is responsible for the operational organisation and daily running of the school.

Please make an appointment with the school office.

**Please show mutual respect in our Christian environment.**

We hope that all communications between staff and parents will be made with mutual respect.

Please ensure your communications are worded appropriately and are not offensive.

Please see Parent Code of Conduct.

If an email is inappropriate or personal comments, it will be returned to the sender by the school office, with a polite message asking to reword the message.

Conversations should be respectful. Rude or aggressive language will mean you will be asked to leave the school premises until you've had time to reflect.

Please note, that all communications with teachers should be made via the school office.

The policy will be reviewed every three years.

Date approved –

Review date -