



South Otterington Church of England V.C. Primary School ~ Communication Policy

At South Otterington Primary School, we recognise that communication is a two-way process. We highly value our Christian ethos and welcoming atmosphere and are committed to working in partnership with parents and carers all of whom have signed up to our Home-School Agreement. We always endeavour to communicate information in good time.

Our communication strategy is as follows:

- 1) All staff are committed to being warm and welcoming at all times. However, they may need to postpone a discussion/meeting if they are teaching or supervising children.
- 2) Parents and carers are encouraged to ask staff minor queries at the beginning or end of the school day when they drop off or collect their children. This should avoid worries festering.
- 3) Parents and carers are encouraged to use the homework diary; especially for learning queries.
- 4) Parents and carers are also invited to contact the school office by phone or e-mail to ask queries or pass on messages to staff.
- 5) Parents and carers are encouraged to attend our monthly open evenings where they can look at the classrooms and children's work and meet informally with staff.
- 6) Parents and carers are also encouraged to attend the Autumn and Spring PTCs.
- 7) Parents and carers are always welcome to make appointments with class teachers via the school office. It is expected that staff will be made aware of the issue in advance of the meeting, so that they can prepare.
- 8) Parents and carers of children with SEN may wish to speak to the SENCO, but this would always be in conjunction with the class teacher.
- 9) Parents and carers who have more serious concerns may wish to book an appointment with the headteacher; however it is expected that they will have already consulted the classteacher and that the headteacher will be made aware of the issue in advance of the meeting so that preparations can be made.
- 10) For very serious concerns, parents and carers are encouraged to use the Complaints Policy.

General written communication

- 1) We regularly send texts to parents and carers reminding them of key events and payments.
- 2) The weekly e-mail and monthly newsletters are used to communicate key information.
- 3) There may also be additional letters and posters e.g. for trips or events.
- 4) Our comprehensive School website - Including our blog - are kept up-to-date with all relevant information including a Parents' Learning Handbook. Information is also displayed on the noticeboard in the playground.
- 5) Each class teacher sends a letter to parents at the start of each term outlining class routines.
- 6) In the summer term, parents and carers receive a more formal written report on their child's progress and are invited to make follow-up appointments as required.
- 7) Parents are encouraged to record their views on Parent View and we also organise additional parental surveys.

In addition to all of the above, parents and carers are regularly invited into school for performances by the children; Church services; Friends and Family lunches; Friends events and to help in school; especially with swimming or Forest School. We also hold information evenings e.g. EYFS; Maths; E-safety; Forest School; Residential information.