



St. Anne's Catholic Primary School

St. Anne's Catholic Primary School caters for boys and girls from nursery to Year 6, and as an educational ministry of the Catholic Parish of St. Anne's Streetly forms part of the Birmingham Archdiocesan system of schools.

COMMUNICATIONS POLICY

Rationale

At St. Anne's, our aim is to be proactive in strengthening positive partnerships between the School, its families, the Catholic community and the wider community of Streetly and surrounding districts. Effective two-way communication is integral to this partnership.

Values

St. Anne's Catholic Primary School partners with the parents of each child in nurturing their faith and providing a balanced education that targets their academic, physical, social and emotional development. The best outcomes for students will be achieved when each contributes their different perspectives and insights to the partnership in open and inclusive communication that is built on, and builds, trust and respect.

Policy Statement

St. Anne's Catholic Primary School strives to –

- ☐ Create a culture of open and respectful communication that promotes closer collaboration.
- ☐ Foster close communication between parents and the teachers of their children.
- ☐ Keep parents regularly informed about its expectations, and their children's activities and development at school.
- ☐ Ensure there is well structured formal program of communication with parents, with both school and family responsible for ensuring there is effective communication outside these formal opportunities.

From parents, the school seeks timely, honest and complete information about their child. Parents will ensure that the contact information they have provided to the school remains accurate and current.

All communication between the school and parents will be respectful, professional and underpinned by considerations of appropriate privacy and confidentiality principles.

Implementation

Formal Communication

As circumstances require, this may include –

- ☐ electronic and paper
- ☐ documents parent
- ☐ information sessions
- ☐ meetings, and telephone and personal contact.

School Development Plan - compiled in collaboration with the school community. It proposes actions for the coming year against key objectives for the School. The Headteacher reports on the progress achieved against the plan in the previous year by the end of the autumn term.

School policies - developed by the governing body in consultation with the school community. They are available on the school's website or upon request from the school office.

Parent Information –

Provided to new families at the time of enrolment. Parents will be notified of any changes to school policy and procedures. A current version of the Parent information pack is available on the school website. (www.st-annes.walsall.sch.uk)

School Newsletter - published weekly and is distributed to families by email. It is posted on the school's website.

Headteacher report to the governors. - highlights operational issues relevant to the general school community.

Parent information events 'Meet the Teacher' will be held at the beginning of each school year to provide information to the school community. It includes the opportunity for all parents to commence the home/school partnership. Other events are organised throughout the year and parents will be informed about these via parent mail.

Parent planners – will be published on the website at the start of each half term. (Study themes for the half term, homework requirements and any other details will be shared with all parents.

Parent-Teacher Interviews – formal interview held at least twice yearly (usually in Term 1 and 2), and at other times on request.

FGB Minutes – available for all, please request.

Academic reports (written) – issued yearly at the end of Term 3.

Communication outside the formal program

The use of emails is the preferred method of distributing information within the school community.

Parents should clearly indicate to the school if they have a preference for receiving information in paper form.

Teachers will contact a child's parent as soon as possible (by phone, email or to make an appointment to meet in person – within 48 hours to acknowledge) to discuss concerns that arise about a student. Teachers must then follow up this response within 5 working days (having investigated) with the parents. Parents are also contacted by the child's classroom teacher if the child's inappropriate behaviour disrupts the teaching and learning process, and/or is sufficiently serious to warrant them being temporarily excluded from the class.

The school staff will contact parents if a child is seriously injured at school, complains of illness, or needs to go home for any reason.

Parents need to keep their child's teacher informed about any significant incidents and changes that are likely to affect the student at school, their attendance at school or their completion of homework. This may be via a short note to the teacher. Alternatively, parents can contact the teacher or the school office by email, telephone or in person.

Raising concerns

At times parents may have concerns regarding their child's academic progress, social relationships or a general classroom matter. These concerns should be raised directly with the child's class teacher via e mail or telephone in the first instance.

Procedure for contacting a teacher

When a parent wishes to contact a member of staff the procedure is to contact the teacher involved giving a brief outline of the issue or concern. Contact should be made using one of the following approaches:

1. Contact the school, either by phone or by visiting the front office personally, and arrange for the teacher to contact you to arrange a suitable meeting time. Teachers are not usually available to answer phone calls or come to the office during teaching time or whilst on playground duty.
2. Contact the appropriate teacher in writing or via email (school email addresses to be given out on parent mail annually) asking them to organise a suitable meeting time.

Where the teacher has been approached but the issue remains unresolved, an appointment should be made with the Headteacher to discuss the issue further. Except in exceptional circumstances, the Headteacher will ensure that all pertinent information is relayed to the Staff member involved so that all relevant information may be considered in seeking a mutually beneficial resolution.

The Headteacher is available to meet with parents where they have an issue, concern or matter of interest about the general operation of the school. Where a mutually suitable time is not available for a period of days the school will offer an opportunity to discuss the concerns with the school's Deputy Headteacher.

Issues arising between students and families:

No parent should approach the children of other families or their parents with a school related or non-school related issue on the school grounds. Such matters must be addressed to the Headteacher or the Deputy Headteacher and not be discussed with other persons.

From time to time differences in expectation and disappointments about delivery will give rise to tensions and disagreement in the partnership between the school and parents. Both school and parents are responsible for respectful communication about these concerns. All matters of concern must, in the first instance, be addressed to the school. Only after this courtesy is afforded to the school may a matter that cannot be resolved locally be referred to the governing body for resolution (who will adhere to the complaints procedure), this should be done via letter to the school for the governors attention.

Communication Strategy with the Wider Community

St. Anne's utilises the Parish newsletter to promote the works of the school and to encourage Parish participation in school activities.

Articles are submitted to the local newspapers to promote the school's activities and to highlight the benefits of attending St. Anne's.

As a school we also encourage the wider community to access our school website (www.st-annes.walsall.sch.uk) to gain the most current and relevant information about our school community.

Communication on behalf of the school with any external bodies, including the media, must be approved by the Headteacher.

St. Anne's Catholic School community believes that we exist successfully only within the strong relationships formed with the parents of the students, the relationship of School to Parish, and in the context of the wider community. We support and encourage each other in our endeavours to provide the best opportunities for the students in our care, and trust that there is no situation that cannot be addressed through working together in active partnerships between the home and school environments.

In all circumstances our actions must be based on the teachings of Jesus.