**School Communication Policy**



Date: Revised February 2021

Review Date: Summer 2021

Responsible Person: Debbie Wyld

**Contents**

**Rationale 2**

**1. Home/School Resources 3**

**2. Meeting: Termly Curriculum Review 3**

**3. Meeting: Parents’ Evenings/ Progress Review 3**

**4. Meeting: Annua; Review 3**

**5. Open door Policy 3**

**6. Letters 3**

**7. Telephone Calls 3**

**8. Additional Points 4**

**Rationale:**

Communications between all members of the school community are clear, professional, timely and appropriate.

**Aims:**

* To ensure that staff, students, parents, and other stakeholders are kept well informed
* To ensure that there is a clear structure outlining which form of communication is to be used for each purpose
* To use the method of communication that is most effective and appropriate to the context; message and audience
* To be open, honest, ethical and professional
* To use jargon free, plain language and be easily understood by all



Personal Contact details: Home Address, Telephone Numbers, Email. The school holds emergency contact details for all pupils, and parents are contacted on an annual basis to ensure that these are updated. Families are encouraged to alert the school immediately in the event that contact information needs to be revised. Depending on the nature of the communication, the school will use the most practical means to contact a parent/carer.

We provide daily communication between parents and class staff. Parents need and are provided with information to assist them in talking to their child about the events of the day. Daily communication provides essential information about curriculum, progress, health, behaviour, self-help needs and offers advice to assist in developing effective relationships. We want to establish and build trust through effective communication to empower our parents and children.

**General –** All communication should be made with the age of student and context in mind, i.e. staff may vary the amount and level of language they use (as well as speed, tone and volume in the case of verbal communication). Communication should be concise and focussed towards the intended purpose. Staff should encourage two-way communication, welcoming questions from students and should use every opportunity to check understanding; be it a safety instruction or understanding of a concept. All staff are expected to communicate with students showing respect, following agreed procedures and respecting the Safeguarding Policy. No political or religious beliefs should be promoted and comments should be as balanced and impartial as the context allows.

Communication between staff and students is of imperative importance towards facilitating the teaching and learning process. The philosophy of MTE school is that of nurture and through the development of positive relationships based on trust and respect. All interactions therefore are grounded in this approach.

**1.Home/school resources**

Any resources used to support learning e.g. reading, regulation, transactional objects forms a home/school link for all subjects across the curriculum.

**2.Meeting: Termly Curriculum Overview**

Each term parents receive a curriculum overview from their child’s class teacher. The overview clearly identifies the focus of the work taking place with the class during the term/half term, and identifies how parents can support their child’s work at home. Staff are available to discuss this further with parents if needed.

**3. Meeting: Parents’ Evenings/Progress meetings**

All parents are invited to bi-yearly Parents’ meeting. The meetings give parents and class staff the opportunity to talk through each child’s progress, and time to look at work completed by the child during the term. One of these meetings is the annual review/SEN plan update.

**4. Meeting: Annual Reviews**

During each child’s annual review meeting, staff and parents have an extended period of time to focus on a pupil’s progress and to plan together for future needs. Parents receive a written report after the meeting, which highlights progress in all curriculum areas as well as social and personal development.

**5. Open Door Policy**

Parents are welcome to contact the school to discuss their child’s progress, ask questions, and gain support or to have the opportunity to talk about their child/home issues with either the child’s class staff or Learning Manager. Parents are asked to phone school staff to make an appointment.

This allows the school time to organise cover to make staff available to speak to the parents. Our aim is to see the parents as quickly as possible; we try to arrange a meeting as soon as possible and where this cannot take place on the same day, we will discuss concerns via a telephone

conversation.

**6. Letters**

The school subscribes to Parent Mail; this allows us to email letters to parents. Not only is it more environmentally friendly as it decreases paper usage, but reduces photocopying and other costs in the school. We urge parents to provide us with a valid email address. Where it is not possible to use Parent Mail, most written correspondence is passed on to families by the Learning Manager/staff member transporting the child. Any other correspondence will be forwarded through the Royal Mail postage service.

7. **Telephone Calls**

Telephone calls will be made where immediate contact with a family member is required i.e. for pupil injury or pupil incident. A member of staff will call the first named emergency contact as listed. Where no contact is made, a call will then be made to the second named contact. In the event that no live contact can be made, the member of staff will either leave an answer phone message (ascending order as before) or ensure that repeat calls continue to be made to the contact numbers, where possible.

**8. Additional Points:**

* Communications Involving Sensitive Data – All communications to parents involving sensitive data should be made face-to-face, or in the case that this isn’t possible by phone call. Staff should never address sensitive matters by Email.
* An internal ‘Whole School Bulletin’ is sent out at the start of every week that contains useful information pertaining to the week ahead; staff should make a point of reading this properly at the earliest possible moment.
* Staff should never send a group communication to parents in writing before having it approved by the senior leadership team (Email or Google Forms).
* Staff should familiarise with the Data Protection Policy before making external communications.
* Staff should never communicate with parents (or students) via means of social media.
* Similarly, to when communicating with students, no political or religious beliefs should be promoted and comments should be as balanced and impartial as the context allows. If in doubt, consult a member of the senior leadership team.
* Inspection reports will be made available to parents/carers/stakeholders

Above all, all members of the school community must abide by the ‘Data Protection Policy’, ‘Safeguarding Policy’, ‘E-Safety’ well as any laws that pertain to communication.