



**St James & Emmanuel  
Academy Trust**

Didsbury CE  
Primary School



West Didsbury CE  
Primary School



St Wilfrid's CE  
Primary School



# **Communication with Parents and Carers Policy**

**West Didsbury CE  
Primary School**



**Belonging, Believing and Becoming**

Date Adopted:	March 2019
Date of Review:	Summer 2020
Staff Member:	Hannah Large
Governor:	Paul Blackburn

**West Didsbury CE Primary School**  
**Communication with parents and carers Policy**

At West Didsbury CE Primary School we aim to provide a rich learning environment, enabling children to reach their full potential through the development of a desire for lifelong learning. We will continuously strive to ensure that everyone is treated with respect and dignity. The school will actively promote equality and foster positive attitudes and commitment to an education for equality.

### **Rationale**

West Didsbury CE Primary School recognises the importance of clear and effective communications with all stakeholders (pupils and parents/carers, governors, local authority, outside agencies and national bodies), and is committed to being open and accessible for all who have an interest in the school.

Communicating with stakeholders, particularly parents/carers, is a core part of what we do, not an afterthought. We will always try to share as much information as possible about any issue. If we cannot share information we will explain why. We will endeavour to work as transparently as possible by offering clear explanations for major decisions. We will communicate in a timely fashion and try to avoid parents receiving information about the school from other sources first. We will communicate in a voice which is courteous, jargon free and warm. Where information relating to the school is available in the public domain, we will direct people to it. We acknowledge that some information is of a confidential nature and will always respect that confidentiality. We will do our best to communicate with the whole school community.

### **Aims**

1. To ensure there is effective communication through contact and consultation that takes place between the school, parents, carers, pupils and other stakeholders.
2. To ensure there is a high quality of service by ensuring robust processes for consultation between the school, parents and pupils on key service areas.

### **Forms of Communication**

Communications with stakeholders can take a variety of forms:

- Verbal (through meetings, telephone or parent/carer consultation)
- Written (through letters, reports, West Didsbury CE app, Facebook page, Twitter feed or notices on the school website).

### **Communication between school and parents/carers**

For any **urgent** messages during the school day, contact can be made via Mrs Heatley and Ms Clarke in the school office, by phone (0161 448 1611) or email ([office@westdidsburyceprimary.co.uk](mailto:office@westdidsburyceprimary.co.uk)). These messages will then be passed on to the relevant person as soon as possible, assessed and prioritised. \*

\*Please note that effective telephone communication can sometimes be a challenge in a school, where staff may be teaching full time, running clubs, attending training or meetings or otherwise working with pupils at lunchtime or after school.

**Staff will endeavour to return urgent calls to parents at their earliest convenience.**

Any other requests for information such as non-urgent concerns, are dealt with within five working days (term time only).

## **Letters**

### **All letters will be sent home either by email or in paper form.**

Most letters are currently sent home in paper form though some may also be sent home electronically. Confidential letters will be specifically addressed to parents.

**It is the responsibility of parents and carers to ensure that the school office has up to date contact details, including working telephone numbers and an email address.**

### **Whole-School Letters/Newsletters**

Information affecting parents/carers of all children will usually be sent from the Head of School. These will be distributed via email. Copies will also be put onto the school website.

### **Letters from individual teachers**

Individual teachers may send out information about, clubs, trips, special events and other activities. We will aim to ensure that as much notice as possible is given to parents for any event requiring items to be brought into school e.g. World Book Day, Own Clothes Day, or food items etc.

### **Visits and Trips**

Parents will receive at least two weeks' notice of a trip that requires payment and and/or requires a lunch to be provided from home.

### **Website and Facebook**

The school website provides parents with access to a range of school communication and documents. At a whole school level, the website provides reminders and key information on the News and Events and Calendar links. It also gives parents access to a whole range of school documents. The school Facebook page informs parents of activities that their children may have been involved in as does the Twitter feed.

### **Additional communication between the school and parents**

- New parents (Reception and Nursery) are invited to an open evening in the June or July preceding the academic year of entry to the school. All new parents receive a welcome pack. New Reception children will have familiarisation visits that June/July.
- Annually, parents of children in Reception, Year 1, 2, 3, 4, and 5 are invited to attend a curriculum meeting in the July regarding the following school year.
- Parents are invited to attend parent consultations in Autumn and Spring to review the academic progress of their child.
- Parents are invited to attend open book mornings in autumn and spring to look at the progress in the books.
- Parents of each year group are invited into school at various times throughout the year for celebration events for their child's year group e.g. class assemblies
- Communication about pupil's progress, attitudes and behaviour takes place formally through assessment details given out at the parents' evening in Autumn and Spring and through a full report in July. There are additional meetings for parents with children who are on the SEND register.
- Queries about events at the school may be made by phone to the school or by e-mail to the office.

### **Additional Meetings with Staff**

It may be possible for the teacher and parent to catch up informally at the end of the day.

There may be occasions when a parent would like a more formal additional meeting with a teacher or a teacher would like an additional meeting with a parent. This will be done at a mutually convenient time and place and will normally last for no longer than 30 minutes with clear outcomes being established by the end of the meeting.

### **Complaints Procedure**

We will make every effort to communicate to our school community in accordance with this policy. However, if you wish to raise a complaint please see the Complaints Procedure on the website