

HARBORNE PRIMARY SCHOOL COMMUNICATIONS POLICY

At Harborne Primary School, we believe that good communication between school and the home is essential. "Happy Pupils Succeed!" Children achieve more when schools and parents work together. Parents can help more if they know what the school is trying to achieve, and how they can help.

In our school we aim to have clear and effective communications with parents and the wider community. Effective communications enable us to share our aims and values through keeping parents well informed about school life. This reinforces the importance of the role that parents play in supporting the school in educating their children.

These are our principles:

- Communicating with stakeholders, particularly parents, is a core part of what we do.
- 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.
- We will communicate in a voice which is courteous, jargon free and professional.
- We ask that parents communicate with us courteously and in accordance with this policy.
- Where information relating to the school is available in the public domain, we will direct people to it where appropriate.
- We acknowledge that some information is of a confidential nature and will always respect that confidentiality.

Strategies

We communicate with parents through a range of different strategies. Some of our communications are the result of a statutory requirement; others reflect what we believe is important to our school:

Talking with staff

Phase Leaders, or a member of staff on their behalf, will always be available on the door at the start of the day. They can pass a message to the Class Teachers and are also parents' first point of call should they have an issue which they wish to discuss with the school. Phase leaders will respond to parents as soon as they can, and if possible within 2 school working days. If necessary, this will be a holding reply while they investigate the query in further detail.

Class teachers are also available for a 'quick word' at the end of the day. However, if you need to talk with the class teacher in more detail, please make an appointment for a telephone conversation or a meeting in person, as talking at length in the playground after school may be difficult for the teacher and the children. Appointments should be made through the class teacher/Phase Leader/the office either on the email addresses below or telephone number 0121 464 2705.

Parents can also use the enquiry email address listed below for non-urgent communication, marking the email FAO the most relevant person:

enquiry@harborne.bham.sch.uk

If you have an issue outside of school term time - for example, during the school holidays - which cannot wait until school begins, please contact:

Childrens' Information and Advice Service 0121 303 1888

Meetings

There are a number of meetings through the term which provide opportunities for communication:

- **New parents** - We hold individual induction meetings for new parents of children who join in-year with the relevant phase leader.
- **Home Visits** - The Reception Teaching Staff make home visits in the autumn term for reception pupils to share information with new parents and to complete on-entry records which contain information about the child.
- **Induction Meetings** – Every year group holds induction meetings in September.
- **Transition meetings** – We hold transition meetings for children moving from Year 2 to Year 3.
- **Class Assemblies** – We regularly hold class assemblies, often with an opportunity for a cup of tea afterwards and to meet Class Teachers.
- **Meet the New Teacher** – Each year in July we hold Meet the New Teacher sessions after the school day when parents can meet their child's new teacher for the following year.
- **Residential trips** – Where a major trip is taking place, the trip leaders will organise a meeting for parents if deemed necessary well in advance to provide detailed information about all aspects of the trip. Otherwise staff will respond to queries as they arise.
- **Parent Workshops/Information Sessions** – Parents are invited to attend a variety of information meetings held at various times to accommodate parents, for example meetings on teaching maths, literacy, ICT etc.
- **Parents Evenings** – Parents are invited to parents' evenings in November and March to discuss their child's progress, and in July for any issues related to the end of year report. Slots have to be limited to 5 minutes, so if

you have an issue to discuss which may take longer, please make a separate appointment to meet the Class Teacher to discuss this.

Website

www.harborne.bham.sch.uk

We are very proud of our school website. It is regularly updated with information about the school, including up to date policies, current news about what is happening in school, news of any changes to routine and class homework, eg spellings. The school diary can also be found on the website and is regularly updated. Staff lists and responsibilities are also kept on the school website in the information section. On the website you can also find School Policies and documentation relating to the Governing Body, including minutes of their meetings.

Weekly newsletter

Details of school events, children's achievements, reminders, requests for help and news are shared in our weekly newsletter. Sign up for this on the school website and it will be emailed directly to you. Paper copies are also available at the office. The newsletter is published on the website.

School Letters

The School will sometimes issue letters to parents through children's book bags, on particular events, eg the Book Fair and School Trips. Please check your child's book bag each night for letters. School letters will also be sent out by email if you have signed up for Parent Pay.

Complaints Procedure

We hope that you will always feel able to discuss any concerns you may have with the Class teacher or Phase leader. These are the people who know your child best and can usually sort out any issues. We take any such concerns seriously, and aim to resolve them as quickly and sensitively as we can, and usually within 2 school working days.

If concerns are not resolved in a satisfactory manner you may then involve the Head of School or Principal in trying to resolve the matter. If you are still not satisfied, there may be a desire to make a complaint in a more formal way. We expect complaints to be made as soon as possible after an incident arises (although three months is generally considered to be an acceptable time frame in which to lodge a complaint). Formal complaints must be made, in writing, through the following steps:

a) First to the Head Teacher

Telephone: 0121 464 2705

Email: enquiry@harborne.bham.sch.uk FAO Head Teacher

Letter: FAO Head Teacher.

If she is unable to resolve things then you should proceed to the

b) Governing Body

Telephone: 0121 464 2705
Email: enquiry@harborne.bham.sch.uk FAO Chair of Governors
Letter: FAO Chair of Governors.

Finally, if you are still not satisfied, you have recourse to the

c) **Local Authority**

Address available from school office.

The school will log all letters and emails of complaint addressed to the Head Teacher, and acknowledge these within two working days of receipt during term time. The complaint will be investigated and, where possible, a reply from an appropriate member of staff will be issued within one week of receiving the complaint. If this is not possible, the school will inform you of when you can expect to receive a reply.

These same time scales and procedure will apply to a complaint addressed to the Chair of Governors.

Conversely, if you are pleased with the school's achievements, we really hope you will tell us!

Conclusion

Good communication is vital to home-school partnership and raising standards. We welcome your comments on when we are getting it right, and how we can do better.

Written: July 2015

Ratified by Governing Body: September 2015

Reviewed: November 2018

To be reviewed: November 2019