



Communication with Parents/ Carers

Author: M. Stewart

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The Laurus Trust places the highest value on the very positive and supportive relationships that exist between teachers and students. All employees are expected to set a positive example to others in this respect. Equally we ask that parents/carers, (however concerned they may be) remember to be courteous to our staff; in this way relationships are preserved and issues can be dealt with fairly.

Some General Points

The Laurus Trust always welcomes contact with parents/carers because this fosters mutual understanding and support that has a positive effect on student performance. Communication promotes a partnership. Our aim is to ensure that parents/carers always have an appropriate and helpful response to their communications. However, the professional duties of teachers can sometimes make it difficult for them to speak or meet with parents/carers during the school day or on demand. In order to achieve the most effective balance for students, parents/carers and teachers, we will follow the following principles:

- Welcoming contact from parents/carers
- Responding as quickly and as fully as possible to parents/carers Being
- proactive with information which will help parents/carers Involving
- parents/carers in our work with students
- Sharing information as often and as fully as possible with parents/carers Access to a
- member of the Senior Leadership Team

Methods of Communication

These are only examples and in some cases communication may be via alternative means.

By written letter (POSTED):

Examples: detention/suspension letter; attendance/punctuality, invitation into school to discuss progress or behaviour, any correspondence specifically relating to the individual student where there has been a cause for concern.

By written letter (HANDED TO CHILD):

Examples: Parent Evening invitation, non-uniform days, notification of early closure, Student Progress reports, school visits, newsletters etc.

By text message:

Examples: enquiry about absence, or any new initiatives.

By a telephone call:

Examples: specific concern regarding your child; response to a parent/carer concern.

Urgent calls - If the member of staff asked for is not available, the call will be put through to the most appropriate or available senior member of staff

Non-urgent calls - If the member of staff asked for is not available, the receptionist will normally take details of the parent's/carer's name and telephone number and purpose in calling. This information will be given to the member of staff concerned who will try to respond as soon as possible and by the end of the next school day whenever possible.

Whilst a telephone call is immediate, there is a high possibility that the teacher you want to talk to is teaching at the time called. It is more effective to communicate via email: to mychild@hazelgrovehigh.co.uk or enquiries@hazelgrovehigh.co.uk

Via the school website:

We try and use our website as an information portal. Any letter which has been sent home is posted on the website. We urge parents/carers to tell us what they would like to see on the website.

Facebook and Twitter:

This is an excellent way to keep in touch with events that are going on in the school. All comments placed must be appropriate and fit for purpose.

Parent Evenings

Parents/carers should expect teachers to be prepared, give honest feedback and impart advice on how they can help their children. The main purposes of Parent Evenings are to:

- Give parents/carers a clear view of their child's progress
- Enable parents/carer to give their views of their child's progress that will help teachers to understand more about the child
- Allow parents/carers to discuss their child's progress with teachers (and in some cases alongside their children)
- Allow parents/carers and teachers to agree the support that they can each give to help meet the child's next steps in learning and what in turn the child can do by their own means.

Expectations

Respect

All partners – parents/carers, teachers, teaching assistants and administrative staff have a right to be treated with respect and courtesy. By respecting one another, we will be in a strong position to work together for the benefit of the students whose interests we serve. We hope that by putting our Communication Policy in place, we shall build on our current good relationships with parents/carers, and continue to improve them.

What Parents & Carers can expect of us:

We expect our employees to behave in a respectful and polite manner towards parents/carers and visitors to school.

What We Expect of Parents & Carers:

Equally, school staff have a right to be treated with dignity and respect. In common with all employees, they should not have to endure abusive, disrespectful or threatening behaviour whilst at work (either face to face, via telephone conversations, email or social media).

Recording of calls:

If you call the school with an enquiry your call may be recorded. Virtually all organisations have a similar mechanism that helps maintain the mutual respect necessary to address any issues.

Concerns/Complaints

If you have a concern, please refer to the Complaints Process or contact a receptionist at the school and the procedure will be explained to you.

Equality Impact Statement

<p>Names and titles of people involved with this assessment</p> <p>Title of Policy – Communication with parents or carers Policy</p>	<p>Rachel Robinson</p> <p>Director of Inclusion</p>
<p>Impact assessment carried out with regard to identified characteristics</p>	<p>Race <input checked="" type="checkbox"/></p> <p>Disability <input checked="" type="checkbox"/></p> <p>Gender <input checked="" type="checkbox"/></p> <p>Age <input checked="" type="checkbox"/></p> <p>Religion & belief <input checked="" type="checkbox"/></p> <p>Sexual orientation <input checked="" type="checkbox"/></p> <p>SEND <input checked="" type="checkbox"/></p>
<p>Summary of any issues/proposed changes</p>	<p>None</p>
<p>Date</p>	<p>October 2024</p>
<p>Date of next review</p>	<p>October 2026</p>