

# Parent-Carer Partnership and Communication Policy

## 1 Introduction

- 1.1 This policy includes Grangewood Independent School EYFS as well as Before and After-School provision.
- 1.2 Parents/Carers play a fundamental role in a child's learning and development and this should be acknowledged as the basis for a partnership between staff and parents/carers.
- 1.3 The revised EYFS (April 2017) promotes the importance of partnership and working with parents/carers.

## 2 Aims and objectives

- 2.1 We aim to ensure that parents/carers are made to feel welcome and valued in all dealings with Grangewood Independent School.  
We therefore seek to:
  - Work closely with families to ensure that communication is clear and frequent.
  - Facilitate communication with families through our Foundation and Induction Evenings; Parent / Teacher Meetings; Parentmail; Newsletters; letters, leaflets and emails.
  - Communicate with parents / carers about their children's progress more effectively
- 2.2 Our objective is to ensure that parents/carers are treated and valued as key partners in their child's learning and development.

## 3 Parent/Carer partnership

- 3.1 All our staff are committed to working in partnership with parent/carers to provide high quality, safe and stimulating care, learning and play opportunities for children.
- 3.2 We outline to all parents/carers what they can expect from us when their child starts at Grangewood Independent School.
- 3.3 We will make all information and records held on a child by our school available to their parents/carers, unless there is good reason not to do so (e.g. they are subject to investigation by the police or other statutory agencies).
- 3.4 All our policies and procedures will be made available to parents/carers on request. We encourage parents/carers to comment on our policies and procedures and will consult with them to update these periodically.
- 3.5 We will share information with parents/carers on a regular basis about the activities that are planned and provided for their children and make sure there are regular opportunities for parents/carers to meet with staff and discuss their child's progress and any issues that they might be encountering.
- 3.6 We will ensure that any complaints from parents/carers are dealt with swiftly and effectively in accordance with our complaints procedure which is available on our website ([www.grangewoodschool.com](http://www.grangewoodschool.com)) and on request from the School Office.

**3.7** We will actively encourage parents/carers to undertake supportive roles in the school, such as volunteering or participating in activities, off-site visits or outings.

**3.8** We will provide parents/carers with informal, formal and confidential means to comment on the work of our school. This will include an annual feedback survey.

**3.9** We will keep parents/carers up to date with any changes in the operation of Grangewood Independent School.

**4 A parent/guardian should:**

- Be aware of the different ways in which they can contact the school, i.e. e-mail, telephone or letter
- Ensure that their contact details are kept updated including mobile numbers and e-mail addresses
- Ensure that they have signed up to Parentmail (for more details speak to School Office staff)
- Ensure that they are aware of term dates and general information
- Check Parentmail, emails, and their child's bookbag and KS2 Homework Dairy daily
- Check the school and EYFS Noticeboards daily
- Be clear about which member of staff they need to contact regarding their concern
- Let staff know in advance if they cannot attend a pre-arranged meeting
- Be contacted by the relevant member of staff within a reasonable length of time depending on the nature of the concern

**5 Staff need to:**

- Be aware of what the expectations are when communicating with parents
- Respond to a letter, phone call/message or an e-mail within the length of time outlined in this protocol
- Contact a parent/guardian as soon as possible in the case of an emergency
- Give a clear indication to a parent/guardian as to when further contact will be made
- Agree a reasonable timeframe for addressing and monitoring a concern (depending on the nature of the concern)
- Ensure that a clear record is kept of any correspondence and conversations with a parent/guardian
- Notify the School Office if the contact numbers for a student do not facilitate contact

**6 Guide for Parents Contacting the School**

**6.1 Attendance and Punctuality**

Inform the main school office before 9am: if

- Your child is unwell and will not be attending school
- Your child will be absent for any other reason
- Your child will be late
- You need to take your child out of school inside normal school hours

## **6.2 A Student's General Well Being and/or General Progress**

- If your child is on medication inform the School Secretary
- If you require an appointment with your child's Class Teacher or Key Person contact the School Office and the School Secretary will get back to you. It may be helpful to mark your request 'urgent' or 'non-urgent' depending on the importance of the request and, if appropriate, a brief reason for needing the appointment.

## **6.3 Contacting the Business Manager (Mr Roberts)**

Contact can be made by calling the School Office and selecting option 3, or emailing: [finance@grangewoodschool.com](mailto:finance@grangewoodschool.com)

## **6.4 Contacting the Head Teacher (Mrs Roberts)**

Contact can be made through the School Office and an appointment arranged at the earliest convenience.

## **6.5 Contacting the Chair of Governors (Mr Agyeman)**

All correspondence can be left in a sealed envelope in the School Office addressed to **Mr Agyeman**, or email: [jones.a@grangewoodschool.com](mailto:jones.a@grangewoodschool.com)

## **7 Guide for Staff Contacting Parents or Guardians**

**7.1** Check students' book bags and KS2 Homework Dairies for any messages.

**7.2** Be aware of what the expectations are when communicating with parents. Use school email, school phone or letters sent out through the school office to ensure that parents receive the information needed. Avoid using personal mobile phones, etc. If in doubt ask either the Head Teacher or SLT for advice.

**7.3** Respond to an urgent letter, phone call/message or an e-mail within one day; non-urgent within three days.

**7.4** Ensure the School Office contact a parent/guardian as soon as possible in the case of an emergency and give full details. If an accident or injury has occurred ensure that all appropriate paperwork is filled in and sent home. If in doubt as to the seriousness of an accident or injury ask the Head Teacher for advice.

**7.5** Give a clear indication to a parent/guardian as to when further contact will be made. Agree a reasonable timeframe for addressing and monitoring a concern (depending on the nature of the concern) and ensure that a clear record is kept of any correspondence and conversations with a parent/guardian.

**7.6** If the matter is confidential write out separately and store in a confidential file within the classroom. Ensure the Head Teacher or DSL are aware of any and all concerns. Keep copies of all communication either from yourself or the parents.

**8 Monitoring and review**

- 8.1** This policy was agreed and implemented on 23<sup>rd</sup> March 2015.
- 8.2** The Governing Body undertakes a review of this policy every two years.
- 8.3** There will be on-going monitoring of this policy as some aspects may require amending/updating before the review date should there be any incidents which take place relating to it that give cause for concern.

Signed:

Member of Governing Body:

Date:

Chair of Governors:

Date:

Next Review Date:

March 2021