**Communication Policy for Parents**

**Purpose:**  
This policy outlines the expectations and guidelines for effective communication between the school and parents to ensure the success and well-being of all of our learners.

**Objective of Communication:**  
At Gartconner Primary School we strive to foster a partnership between the school and parents, providing clear, timely, and respectful communication to support pupils learning and development. This includes sharing information about academic progress, school events, and pupils wellbeing, as well as addressing concerns and feedback. Please refer to **Appendix 1** for guidance on the appropriate contact person for various school based queries or issues.

**Communication Channels:**

* **School Sway & Newsletter:**  
  The school sway will be published with important announcements, event details, dates for your diary and updates. A weekly update will be sent out to keep parents informed about school activities and initiatives.
* **Email:**  
  Teachers and staff will communicate with parents via email for general updates, meetings, or urgent matters. Parents are encouraged to check their email regularly.
* **Phone Calls:**  
  For more personal or urgent matters, phone calls will be made by the school. Parents can also contact the school office via phone if there is an immediate concern – see Appendix 1.
* **Parents Nights:**  
  Formal parent nights will be scheduled at least twice a year to discuss your child/children’s progress. Additional meetings can be requested by either the teacher or the parent as needed.
* **Report Cards**

Report cards will be sent home once a year. This will provide a holistic picture of your child/children’s progress and highlight areas of strength and development for Literacy, Numeracy and Health and Wellbeing.

* **Seesaw:**  
  Class teachers may use Seesaw to post updates of class activities, reminders, and important reminders. This platform should not be used to contact class teachers with questions, worries or concerns. This must be done via the school office email.
* **Weekly Update**

Each week there will be correspondence sent by email with reminders or information about upcoming events taking place in the school.

**Roles and Responsibilities:**

* **Teachers:**  
  Teachers will communicate regularly with parents regarding academic progress, school events, reminders and feedback. Class teachers will respond to parent inquiries within a reasonable timeframe (**5 working days**).
* **Parents:**  
  Parents are encouraged to stay informed about school activities, engage in their child's education, and maintain open communication with the school. Parents should notify the school if there are any changes in contact information or family circumstances that may impact their child’s well-being.
* **School Office:**  
  The school office will facilitate communication between parents, teachers, and staff.

**Timelines of Communication:**

* **Routine Updates:**  
  Teachers will send out routine updates regarding homework, projects, and class activities at least once a week.
* **Urgent Matters:**  
  In case of urgent situations (e.g., pupil illness or accidents), parents will be notified immediately via phone call or email.
* **Response Time:**  
  School staff aim to respond to phone calls or emails within **5 working days**. If there is a delay, an acknowledgment of the message will be sent. For urgent matters Senior Leadership will respond within an appropriate timely manner.

**Addressing Concerns or Complaints:**  
If a parent has concerns about their child’s progress, behaviour, or a school issue, the following steps should be taken:

* **Step 1:** Contact the school office to inform the class teacher
* **Step 2:** If the concern is not resolved, the matter should be escalated to the Principal Teacher
* **Step 3:** If the issue continues, the Depute Head Teacher and/or Head Teacher will provide support in working towards a solution.

**Confidentiality and Respect:**

All communication should be conducted in a respectful, professional manner. Both parents and staff should respect each other’s time and privacy. Sensitive information regarding pupil’s behaviour or academic progress should be discussed in private meetings and not via public platforms.

**Safeguarding**

A gentle reminder that teachers and the senior leadership team cannot discuss another child, regardless of their involvement in an incident. Please note Incidents outside of school grounds and or school hours cannot officially be investigated by the staff team; however, you may wish to make the school aware of an incident so we can support your child in school. Children of primary school age should **not** have access to social media/messaging platforms (i.e. WhatsApp). The legal age for children accessing these types of platforms is 13 years old. If your child has an incident involving social media, parents should contact the police.

**Feedback and Continuous Improvement:**  
The school values parent feedback. Periodic surveys and feedback forms will be used to support various aspects of school improvement.

**Language Support:**  
If parents require communication in a language other than English, they should inform the school, and efforts will be made to accommodate their needs through translation services or bilingual staff.

**Review and Updates:**  
This policy will be reviewed annually to ensure that it continues to meet the needs of the school community. Changes or updates will be communicated to parents via email and posted on the school website.

**Appendix 1 Communication**

In each case, communication will be triaged and the member of staff most appropriate for addressing a concern or query will be notified. School is an extremely busy place and although we aim to address all communication as soon as possible, parents should note there is a 5 working day turnover.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Contact office**  **8.30 – 3.30** | **Drop into office**  **8.30 – 3.30** | **Contact office to have message forwarded to Class Teacher** | **Contact office to have message forwarded to**  **Leadership Team** | **Contact Parent Council/PTA** |
| Child is absence /late | Child has to take medication | There is a question/worry about attainment  friendships/homework | Child Protection concern | Would like to join |
| Doctor/dentist appointment | Child has lost property | Child is experiencing a difficult time and or change | Family are experiencing significant difficulties and or change | A question or issue to raise |
| Parent wishes to make changes to pick up arrangements | Child has forgotten homework/resource |  | A complaint about a member of staff |  |
| Child has a change medically |  |  | Child has been given an identification of an additional need |  |
| Parent wishes to provide feedback to school |  |  | Special request for time off  Wedding/funeral |  |