



Greystone Primary School

Parent Communication Policy

(Including Parent Access to School Premises)

January 2017

Reviewed October 2019

Reviewed October 2022

Reviewed November 2023

ETHOS STATEMENT

(Written collaboratively by representatives of staff, parents and pupils)

As a school community we strive to **ACHIEVE**:

Acceptance: We embrace diversity and encourage mutual respect for everyone.

Caring: We nurture the whole child – academically, emotionally, socially, morally and spiritually.

Honesty: We develop a culture of open and honest communication.

Individuality: We celebrate, encourage and support the individual qualities and needs of each child.

Environment: We provide a safe and engaging setting where children are inspired to become inquisitive, independent learners.

Value: We endeavour to work alongside the wider community enabling us to contribute to an ever changing society.

Empower: We empower our children to have the confidence and resilience to make informed decisions.

PARENT COMMUNICATION POLICY

At Greystone Primary we wish to continue to promote a climate of mutual respect and trust. We aim to operate a general 'Open Door Policy' which facilitates our efforts to work in partnership with parents. We are always willing and keen to meet with parents, especially if a pupil is worried or upset. However, you will realise that staff are not always available immediately before or after school as they might have other duties or commitments. In order to ensure your concern is dealt with as soon as possible, and with the care and diligence needed, you will appreciate that phoning ahead is always advisable. Remember on many occasions a brief note sent into school with your child may suffice. Staff are also entitled to a good work/life balance so that they are able to always give of their best for your child. We ask that parents respect this. (*See Use of SeeSaw/Class Dojo Policy*)

1. In order to minimise disruption to your children's education we request that all communication with teachers is either by pre-arranged appointment or via a note sent in with your child. These can be arranged by the school office or directly via Seesaw/Class Dojo. Please do not 'pop into the classroom' at the beginning or end of day for a discussion, however brief. Teachers are responsible for the teaching and supervision of pupils in their class at this time...they may have an afterschool class to cover, an activity to take or a meeting to attend.
2. If you have something to tell the teacher in the morning before school please do so via Seesaw/Class Dojo apps, by phone call or by written note. Avoid speaking to the teacher at the 'pupil line' in the morning as this is the time when the teacher begins to settle the class and to focus them for learning. It is also difficult to ensure any privacy in this situation.

*To ensure the safeguarding of pupils and parents, those parents/guardians waiting for the start of school should drop their children off **at the fence** in both playgrounds no earlier than 8:45am – they are not supervised before this time. Pupils should then make their own way to their line when the bell goes, carrying their own belongings.*

**Please do not block the gates and do not allow children to play around the vehicle entrance. **

For safety reasons pupils MUST NOT walk through the staff car park. They should walk past the memorial garden, then use the path past the school kitchen door and around to the back playground.

Parents MUST NOT enter through the vehicle entrance, by car or on foot.

3. The outside doors will be locked for Child Protection reasons at 9am when the children have gone to class. Any pupils arriving after this time MUST enter via the main door, notify the school office of their arrival. Staff will then take P1/2 pupils to their class, while P3-7 pupils should then proceed to class on their own. **Parents should not**

enter the cloakroom areas or corridors at any time, unless prearranged/agreed with the teacher or Principal.

4. Parents should not go to the classroom door after 9am when classes have started. This is disruptive for pupils and staff. **Any forgotten lunchboxes, PE kits etc must be left at Reception and the pupil will be told to come and collect them.**
5. If you need to **collect your child/children early** for an appointment or other valid reason you should report to the school office. The secretary will phone the classroom and have your child sent to the office to meet you.
6. Parents should avoid coming to school with messages or queries at break (10:45-11am) or lunchtimes (12:30-1:05pm) when pupils are in the playground. This puts additional pressure on supervising staff who are there to safeguard your child/ren. Most messages can be relayed with a phone call. If you need to collect your child/ren during these times a note should be sent, or phone call made to the office. You can also send a notification via Parentmail using the 'absence' facility. We will then ensure that your child is at the office waiting and can be taken to you when you arrive at the gate.
7. Parents should not approach the school gate/fence at playtimes looking to speak to their child. This may seem obvious but, unfortunately happens on occasions. Again, any messages which need relayed **MUST** come through the school office.
8. School will use two main systems when sharing information with parents – Parentmail and SeeSaw/Class Dojo apps, in addition to face-to-face meetings. Parents will be invited to parent-teacher meetings twice each year in October and February/March.
 - Parentmail will be used to send notes, consent forms, booking forms, absence notifications etc from the main office. These messages can be received as emails and/or by downloading the ParentMail/IRIS app.
 - SeeSaw/Class Dojo enables direct communication between the parent and the class teacher during designated hours.

In emergencies, the school office will telephone a parent. If a parent is not receiving messages through the above channels, they should contact the school office as soon as possible.

9. You should inform the school of **absences** using ParentMail or by phone call so that a formal record can be kept. * Seesaw/Class Dojo should NOT be used to notify staff of pupils being absent or leaving early – teachers do not access these apps during class time. *
10. You can telephone the main office at any time to **make an appointment** with the teacher or principal. You should inform the member of staff of the general nature of

the discussion you wish to hold so that the teacher may have appropriate information to hand, if necessary.

11. Every effort will be made to see parents as soon as possible and an appointment will be made at a mutually convenient time. It is a reasonable expectation that any meeting would last about 15 minutes. It may be necessary to make a second appointment if the matter cannot be resolved during this time.
12. Depending on the purpose of the meeting one or both parties may wish to request that a 'third party' be present e.g. Social worker, Designated teacher for Child Protection or SENCo
13. Should either party feel at any time that the discussion is unproductive or that behaviour is disrespectful or unacceptable, they will have the right to terminate the discussion. The matter will then be referred to the principal or senior member of staff for further resolution.
14. We appreciate that parents seek to give the benefit of the doubt to their own child and it is possible that they are unable to see both sides of the situation. The school wishes to reassure parents that:
 - a. all professional judgements made by staff are made 'in good faith'
 - b. any action taken will always be based on the circumstances and evidence and/or information available at the time
 - c. the school always endeavours to use the 'no blame approach' when enquiring into an incident until all information has been sought
 - d. staff are professionals and will always seek to ensure they are impartial and fair
15. It would be the hope of everyone at Greystone that all issues raised by staff, pupils or parents would be resolved at teacher or principal level and only in extreme circumstances would the formal complaints procedure be necessary. *Please see Complaints Policy and Procedures*
16. Any complaints made to the Board of Governors which have not taken the proper course for resolution outlined in the Complaints Policy may be directed back to the principal. This can lead to unnecessary delays and additional worry.

We wish to thank parents in advance for their support and for their efforts to 'work in partnership' with our staff.

Reviewed October 2019

Ratified by Board of Governors February 2020

Reviewed October 2022

Policy ratified by Board of Governors on 22/11/22

Reviewed November 2023

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