



All Angels' Federation Communication Policy

Formally adopted by the Governing Body of All Angels' Federation	
On:	December 2020
Chair of Governors:	Rosemary Games
Review:	December 2021



Introduction and Aims

We believe that clear, open communication between the school and parents/carers has a positive impact on pupils' learning because it:

- Gives parents/carers the information they need to support their child's education
- Helps the school improve, through feedback and consultation with parents/carers
- Builds trust between home and school, which helps the school better support each child's educational and pastoral needs

The aim of this policy is to promote clear and open communication by:

- Explaining how the school communicates with parents/carers
- Setting clear standards for responding to communication from parents/carers
- Helping parents/carers reach the member of school staff who is best placed to address their specific query or concern so they can get a response as quickly as possible

In the following sections, we will use 'parents' to refer to both parents and carers.

Roles and Responsibilities

The school will ensure that:

- Parents and children have clear lines of communications
- The curriculum is clearly communicated to parents
- Parents receive regular information about their child's progress and achievement
- Parents are informed of forthcoming events within appropriate timelines where possible
- All communications are dealt with respectfully and with courtesy

Staff **will not** respond to communications outside of school hours or their working hours (if they work part-time), or during school holidays.

We ask parents to ensure that they:

- Read the key communications issued by the school, including the school newsletter
- Respond to all communications in a timely manner
- Raise issues or concerns at the earliest opportunity with the school
- Communicate respectfully with the school at all times
- Make efforts to direct communications to appropriate member of staff
- Inform the school if they cannot attend a meeting



How we communicate with parents and how parents can communicate with us?

Apps – Class Dojo and Tapestry

We ask all parents to access these platforms as appropriate so that staff can share information as appropriate about the child's learning and other school matters.

Facebook

We encourage parents to follow us on Facebook to stay up to date with school information and activities.

Parentmail

We encourage all parents to inform the school of their current e-mail address, which is a quick and efficient method for the school to communicate with you.

Email is used to send out a variety of information, either to a targeted group, or to all parents. The newsletter, information about whole school events and all letters relevant to the whole school are sent out to relevant groups of parents. Those who do not have access to emails are asked to check the school website for updated information and letters.

School website

Parents should check the website for information before contacting the school. Both school websites contain a range of specified information to give parents, and the wider public, a full picture of provision at our school.

Clover Hill V.A. Infant and Nursery School

www.cloverhillschool.co.uk

St. Michael's V.A. Junior School

www.stmichaelsjuniorschool.co.uk

Email

For the purposes of administration, we require all emails to go to a central email address. Please note all emails should specify the member of staff to whom the query is addressed in the subject bar. In the first instance, this is usually your child's class teacher.

If a response is required, it will be made by the appropriate member of staff. We will endeavour to respond to parents' emails within 5 working days during term time. All emails will be treated with appropriate confidentiality.

Clover Hill V.A. Infant and Nursery School

choffice@allangelsfederation.org.uk

St. Michael's V.A. Junior School

stmoffice@allangelsfederation.org.uk

Telephone

Telephone calls are appropriate for all urgent matters and enquiries. All urgent matters are likely to be for a pupil absence, a family emergency, a safeguarding matter, a meeting cancellation, a late collection of a child and an appointment request. **All urgent matters must be shared by telephone or a visit to the school office.**



The school office is open between 7.45am - 12.30pm and 1.30 - 4.30pm, Monday - Friday during term-time. At all other times there is an answering service available to take your message. Please note that the office is closed daily between 12.30pm and 1.30pm. If a response is required for a non-urgent matter, we aim to do this within 5 working days during term time.

Clover Hill V.A. Infant and Nursery School	01603 745559
St. Michael's V.A. Junior School	01603 745812

School Office Visits

We would strongly encourage you to use one of the methods detailed above, however should you wish to pass on a brief message, you may do so at the school office. Your message will be written down and given to the appropriate member of staff at the earliest opportunity. The school office is open between 7.45 - 12.30 and 1.30 - 4.30pm, Monday - Friday during term-time. Please note that the office is closed daily between 12.30pm and 1.30pm

Letters

Letters can be given to your child, to give to his or her class teacher, given to the school office or posted. As with emails, letters will be treated with appropriate confidentiality. You are asked to make clear the member of staff to whom the query is addressed. If a response is required, it will be made by the appropriate member of staff. We will endeavour to respond to parents' letters within 5 working days of receipt during term time.

Meetings and Appointments

Parents can visit the school to ask questions, gain support or to have the opportunity to talk about issues affecting their child with either his/her class teacher or a member of the school Leadership Team. Parents are asked to telephone the school office to make an appointment on:

Clover Hill V.A. Infant and Nursery School	01603 745559
St. Michael's V.A. Junior School	01603 745812

Your first point of contact in the school relating to matters of your child's education and behaviour is always your child's class teacher. For all other queries, such as lunches, illness, medication etc., the school office will direct you to the appropriate member of staff, to deal with your query and arrange any appointments for you. You will be asked to briefly explain what the matter is regarding and this is to enable staff to gather any necessary information prior to the meeting and to ensure the enquiry is directed to the appropriate staff member. All staff are trained to handle confidential information, however, if the matter relates to a confidential safeguarding matter please state this.

It is sometimes possible to speak briefly to a pastoral worker at the beginning of the school day. It is also sometimes possible to speak to the class teacher, year leader or pastoral worker, very briefly, at the end of the school day. For longer discussions you will need to make an appointment. We would



advise you not to arrive at the school with the expectation that you can be seen straight away, as this may not be possible. We will endeavour to meet with you at the earliest opportunity and aim to arrange an in-person or telephone appointment within 5 working days of the request.

Progress Updates

Parents Evenings and Meetings

We hold two parents' evenings per year. During these meetings, parents can talk with teachers about their child's achievement and progress, the curriculum or schemes of work, their child's wellbeing, or any other area of concern.

The school may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, or wellbeing.

Parents of pupils with special educational needs (SEN), or who have other additional needs, may also be asked to attend further meetings to address these additional needs.

Reports

Parents receive reports from the school about their child's learning. Mini-reports are sent out during both the autumn and spring term and an end-of-year report is sent out during the summer term. The end-of-year report covers their achievement in each part of the curriculum, how well they are progressing, and their attendance. In addition to this, children in Year Six will receive KS2 SATs test results during the summer term.

Information on school events and activities

School Newsletter

The school Newsletter contains general details of school events and activities. It is published regularly during term-time and is emailed to you. Please make sure that we have your correct e-mail address. A calendar of school events is on the newsletter. This is updated regularly, so we would advise you to check for updates. Paper copies of the newsletter are available on request. Newsletters are archived on the school website. We send other letters when necessary.

School Website

Both school websites contain a range of specified information to give parents, and the wider public, a full picture of provision at our school.

School Entrance

Letters, leaflets and flyers, with a variety of useful school information and information about other organisations, can be found in the school entrance.

Sharing Parental Views

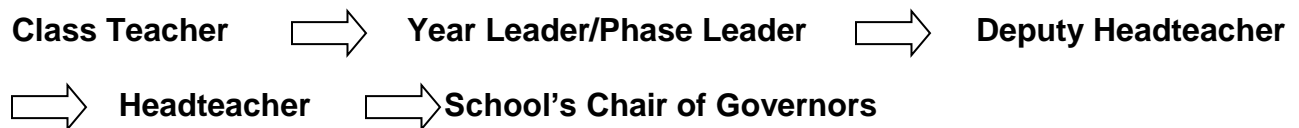
We welcome and value feedback from parents about our school's policies and practices. We conduct an annual survey where parents can comment about our school and report back on the outcomes. In addition to this, a comments box can be found in the main school office.



Complaints and Compliments

There are times when we feel that we would like to say something about the service or treatment that we receive. If you feel you need to complain, then please follow the procedure outlined here:

- In the first instance you should speak to your child's Class Teacher.
- If you are still dissatisfied, please contact the Phase/Year Leader.
- If after meeting the Class teacher and Phase/Year leader, you are still concerned, then make an appointment to see either the Deputy Head or Headteacher.
- If the matter cannot be resolved, you may refer to the School Governing Body, but only after seeing the Headteacher first. Failure to follow this route will seriously disadvantage complainants in terms of time taken to resolve issues and access to an appeals committee of the governors. Letters to the Chair of Governors are forwarded unopened.



A copy of the School Complaints Policy can be obtained from the school website or the school office.

We also like to know what you are happy with, so please tell us, we are always very pleased to hear compliments.

Can I communicate directly with School Governors or the Local Authority?

A notice board detailing the names of our school governors is on the school website. Directly contacting the school governors or the local authority is not a short cut to having an issue or concern resolved. The governors' and local authority's role is strategic. If a parent contacts them on a matter that is to do with the management of the school, governors/local authority representatives will not be able to get involved and the parent will be directed to take their concern back to the school.