



# Communication Policy

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## Communication

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*"Together we soar to success"*

**This vision embraces Parents as Partners in their child's education.**

Communication is key to having a good, positive relationships. It is essential that teachers, parents, staff, and pupils have a clearly understood line of communication.

This policy will assist in keeping clear communication lines with the entire school community. By working together with mutual respect, we shall be best placed to support our children to fulfill their potential.

At Ogmoré Vale Primary School, pupils are supported and inspired to learn in a culture of high expectations in which parents can expect us to be:

- Welcomed, respected and valued as partners by the school community in their children's learning and development
- Have a range of choices and opportunities to enable them to be involved and support student success
- Are engaged through on-going communication and dialogue to support a positive learning environment at home and at school

## Our Commitment

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As a school our commitment to parents, as well as all stakeholders is to:

- Be respectful, honest and courteous and expecting similar behaviours in return.
- Be clear about the balance of rights and responsibilities between the school and parents in our communications.
- Promote a culture of openness and honesty
- Seek parents' views and taking them into consideration when making decisions
- Value parents' expertise and knowledge
- Provide timely, appropriate, and accessible information
- Avoid information overload

- Seek to overcome any barriers to communications

We expect our staff to behave in a respectful and polite manner towards members of the public.

There is a complaints procedure, and through this procedure, parents may make complaints, have them investigated and any learning points for the School taken on board as part of efforts to improve (copy available on the school website)

## Our actions

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We relish the opportunity to engage and communicate clearly with parents in their child's learning whilst empowering and respecting each adult's own personal spiritual, moral, social and cultural beliefs.

### **What can parents expect from us?**

- To be greeted at all school doors by Teaching or Support Staff.
- A weekly Newsletter which is written and distributed via our school website, (an e-mail if requested) with the aim of keeping everyone up to date with events, requests for help, and celebration of successes. This is accessible on the school website <http://www.ogmorevaleprimary.uk.org/>
- We have formal Parent Consultations twice a year.
- Each child receives a written report annually
- A weekly `drop-in` session with each teacher on Thursdays 3-4.15 pm for any educational/personal issues that arise on a short term basis.
- Some children may have a Home-School liaison book. This book is to maintain communication between parents and teachers regarding homework, reading, successes, behavior and important information from home e.g. events which may have happened outside school which could affect the child in school.

### **Methods of Communication**

- Parents can communicate with us in a number of ways:
- Class Dojo – for direct contact with a teacher (non-emergency) and as part of our behaviour reward system. We will respond in a timely manner, depending on the nature of the concern.
- Schoop/Text to Parents – for whole class/school information.
- Telephone call or e-mail as convenient.

## We will raise awareness of this policy via

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- the School Prospectus
- the school Website
- meetings with parents such as introductory, transition, parent-teacher consultations and periodic curriculum workshops
- school events
- meetings with school personnel
- communications with home such as weekly newsletters and of end of half term newsletters
- reports such annual report to parents and Head teacher reports to the Governing Body
- Information displays in school.

## The role of Parents

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- Successful communication with parents is as a result of a two-way, positive, collaborative relationship which is clear in expectation on both sides and open to comments and consultations throughout.
- All staff have the right to be treated with dignity and respect. They should not have to endure abusive, disrespectful or threatening behaviour whilst at work.
- Parents are generally courteous and respectful. In a minority of cases, where this is not the case and a member of staff considers that a parent is being abusive, disrespectful or threatening, the parent will be asked to stop. If the behaviour does not stop, the discussion will be terminated. The School may continue to communicate with the parent but will use another form, such as a letter.
- Similarly, staff will not respond to correspondence that is abusive or threatening. In this case we will write to the parent explaining that it is not our policy to reply to such communications. We shall suggest that they communicate in an acceptable manner so that we are able to respond to concerns. Ogmores Vale Primary School has a specific policy for addressing persistent complaints, which will be applied where appropriate (copy available on the school website).

## The role of the Head Teacher

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- The Head Teacher will ensure the school ethos in relation to communication is consistently carried out by *all* school staff
- The Head Teacher will oversee all monitoring of impact in terms of increased educational outcomes as a result of clear communication.

- The Head Teacher will oversee the delivery of the Curriculum in parent friendly, accessible formats to improve support within the home environment
- The Head Teacher will liaise with the Senior Leadership Team and Governing Body to ensure strategic decisions made are in the best interests of the child.

## The role of Governors

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- The Governing Body are updated and informed regularly of the strategies and undertakings of the school in relation to communication.
- Members of the Governing Body will monitor the effectiveness of communication in relation to outcomes and impact.

## Monitoring

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- Strategies and outcomes of communication will be monitored and evaluated on a regular basis e.g by questionnaire, seeking parental views.
- Impact of communication on a child's attainment will be monitored and fed back to the teaching staff, Head Teacher and Governors to reflect successful outcomes and achieved objectives.

## Review

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- The governing body reviews this policy every two years. They may, however, review the policy earlier than this, if the government introduces new regulations, or if the governing body receives recommendations on how the policy might be improved
- Parents will be consulted on this policy every two years to support clarity, consistency and improved outcomes for parents/carers and their children.

Ogmore Vale Primary School  
May 2016