



St. Catherine of Siena Catholic Primary School

Communication Policy

1. Introduction

Schools have many lines of communication to maintain: with parents and carers, with other schools, with the community, with outside agencies, and within the school. Good communication between the school and the home is essential, and children achieve more when schools and parents work together. Parents can naturally help more if they know what the school is trying to achieve.

In our school, we aim to have clear and effective communications with all parents and with the wider community. Effective communications enable us to share our aims and values, through keeping parents well informed about school life. This reinforces the important role that parents play in supporting the school.

2. Aims

Our school aims to ensure all communications are:

- Clear*
- Comprehensive*
- Two way*
- Timely*

School

The school will try to ensure that:

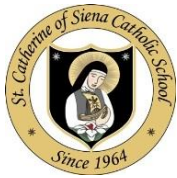
- Parents and children have clear lines of communications*
- The curriculum is clearly communicated to parents*
- Parents are informed of forthcoming events within appropriate timelines*
- All communications will be treated as confidential within the school context*

Parent/Guardians/Carers

Parents will undertake to:

- Read the key communications issued by the school*

Live, love and learn joyfully together through Jesus and His Church.



St. Catherine of Siena Catholic Primary School

- Raise issues or concerns at the earliest opportunity with the school in the appropriate manner and with the appropriate member of staff
- Allow adequate time for any issue to be investigated and responded to (within 10 working days)
- Act on the communication (for example, attending special meetings)
- Ensure that any concerns are addressed directly with the school and not discussed via social media platforms or other public forums

3. Communications

Open Door Policy

At St Catherine's, we operate an open door policy. This means that members of staff, where possible, will make themselves available at the end of the school day. However, please be aware that there will be instances in which it is not possible to meet with a staff member. Where this is the case, please refer to the 'Appointment' section of this policy.

Email

We ask parents to email admin@st-catherine.herts.sch.uk . For the purposes of administration, we require all emails to go to a central email address. However, all emails will be treated with full confidentiality and the responses will be made by the member of staff addressed. Please note all emails should specify the member of staff to whom the query is addressed.

We will respond to parents' emails within 10 working days (during term time).

Staff will not respond to direct emails to their personal accounts – all communication must be through the school office/ admin@ email.

Letters

Letters can be handed into, or posted to, the school office. As with emails, all letters will be treated with the appropriate degree of confidentiality and the responses will be made by the member of staff addressed or the SLT. Please note all letters should specify the member of staff or SLT to whom the query is addressed. Please let the office staff know if the letter contains information about your child which you would like the class teacher to receive urgently.

We will respond to letters within 10 working days (during term time).

Live, love and learn joyfully together through Jesus and His Church.



St. Catherine of Siena Catholic Primary School

Telephone

This would be appropriate where enquiries are deemed more urgent by the parent, such as communicating particular information about the child to the school. We ask parents to phone the school on 01923 676022. If the call requires a response from a member of staff, we aim to contact you within 2 working days to confirm that the message has been passed on. A full response will be provided within 10 working days as for other forms of communication.

If a child is absent from school, and we have had no indication of the reason, we contact a parent (by telephone, if possible) to find out the reason for the absence.

Mobile Phone (Texting)

To inform the office of absence, lateness or child arrangements, please text the school mobile phone (07887 422516).

Appointments

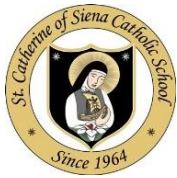
If necessary, parents can visit the school to ask questions, gain support or to have the opportunity to talk about their child/home issues with either the child's class teacher or the Senior Leadership Team. Parents are asked to phone the school office on 01923 676022 to make an appointment. This allows the school time to organise cover to make staff available to speak to the parents. We will aim to make appointments within 10 working days. In the first instance, please contact your child's class teacher to discuss any day to day matter. If a concern is not dealt with to your satisfaction following a meeting with the class teacher, an appointment may be made with the Senior Leadership Team.

Parents are asked not to approach staff to discuss their child if they meet them outside of school as this does not allow for a confidential discussion and also infringes on staff's right to a private life.

Absence Requests

We ask parents to write a letter requesting term time absence - we require this to be given to the school a minimum of 10 working days before the requested date, in order to receive a response before the date of the absence. We will not authorise absences for holidays (unless in exceptional circumstances).

Live, love and learn joyfully together through Jesus and His Church.



St. Catherine of Siena Catholic Primary School

4. School prospectus and website

Our school prospectus and website contain a range of specified information to give parents and carers, and the wider public, a full picture of provision at our school. We update this for each school year.

5. Home-school communication

Events

A calendar of school events will be produced at the start of each term and communicated via the school website.

We welcome and value all feedback from parents and carers about our school's policies and practices. We conduct an annual review of all policies.

We arrange regular curriculum meetings for parents and carers. These are either morning or evening meetings to explain various areas of our curriculum and approaches to teaching and learning. We hold a meeting for new parents/carers each June, and for Year 6 and Year 2 parents and carers each year, concerning the national tests. All residential visits that children make to involve a meeting with parents and carers regarding the planning and content of the visit.

6. Parents' Consultations & Reports

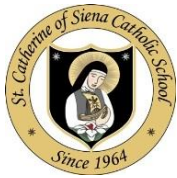
In autumn and spring, parents receive a termly update during a ten-minute consultation with their child's class teacher. This is focused on details of the child's attainment and progress in the core subjects and their attitude to learning. Should you wish to discuss any non-teaching and learning related matter, please make a separate appointment. There is a more in depth report in the summer which gives feedback on all areas of the curriculum.

7. Parentmail

We encourage all parents to inform the school of their current e-mail address, to allow them access to Parentmail, which is a quick and efficient method for the school to communicate with parents. Those who do not have access to Parentmail will receive a paper copy of any correspondence.

Parentmail is used to send out a variety of information, either to a targeted group, or to all parents on Parentmail. The newsletter, information about whole school events and all letters

Live, love and learn joyfully together through Jesus and His Church.



St. Catherine of Siena Catholic Primary School

relevant to the whole school are sent out to all parents on parent mail and in addition, some specific communications regarding trips and events are sent out to the relevant groups of parents.

8. Governors

A notice board detailing the names of governors is on the school website. Governors should be contacted via the school (email: admin@st-catherine.herts.sch.uk) or by written communication left at the school office. As governors support the school in a strategic role, if parents contact them on a matter to do with the management of the school, governors will be unable to respond and will direct them to take their concern to the school.

9. Communication with the Community

Members of the local community are invited to school functions such as Special Assemblies, Masses, Christmas Fairs, Christmas Carol services and school productions.

Guest speakers from local churches, community organisations and charities may also come into school to speak to the children.

10. Communication within our school

Staff are required to follow the school's internal communication policy.

11. Communication with other Schools

The school regularly communicates with staff and children of other primary schools. Such communication may be by means of personal contact with specific staff or through more formal contact such as cluster groups and by means of sports fixtures and other inter-school events.

Communication with the local secondary schools is predominantly for Y6 children. We have particularly close links with St. Michael's Catholic High School.

12. Communication with Outside Agencies

Close contacts are maintained with support agencies in our area. Please contact the office if you require further information on this.

13. Confidentiality

We store useful information about pupils in our school and from time to time we are required to pass some of this information to others for educational purposes. Details have been sent to parents about the types of data we hold, why we hold that data, and who we may pass it on to. This is a requirement under the Data Protection Act 1998.

Live, love and learn joyfully together through Jesus and His Church.



St. Catherine of Siena Catholic Primary School

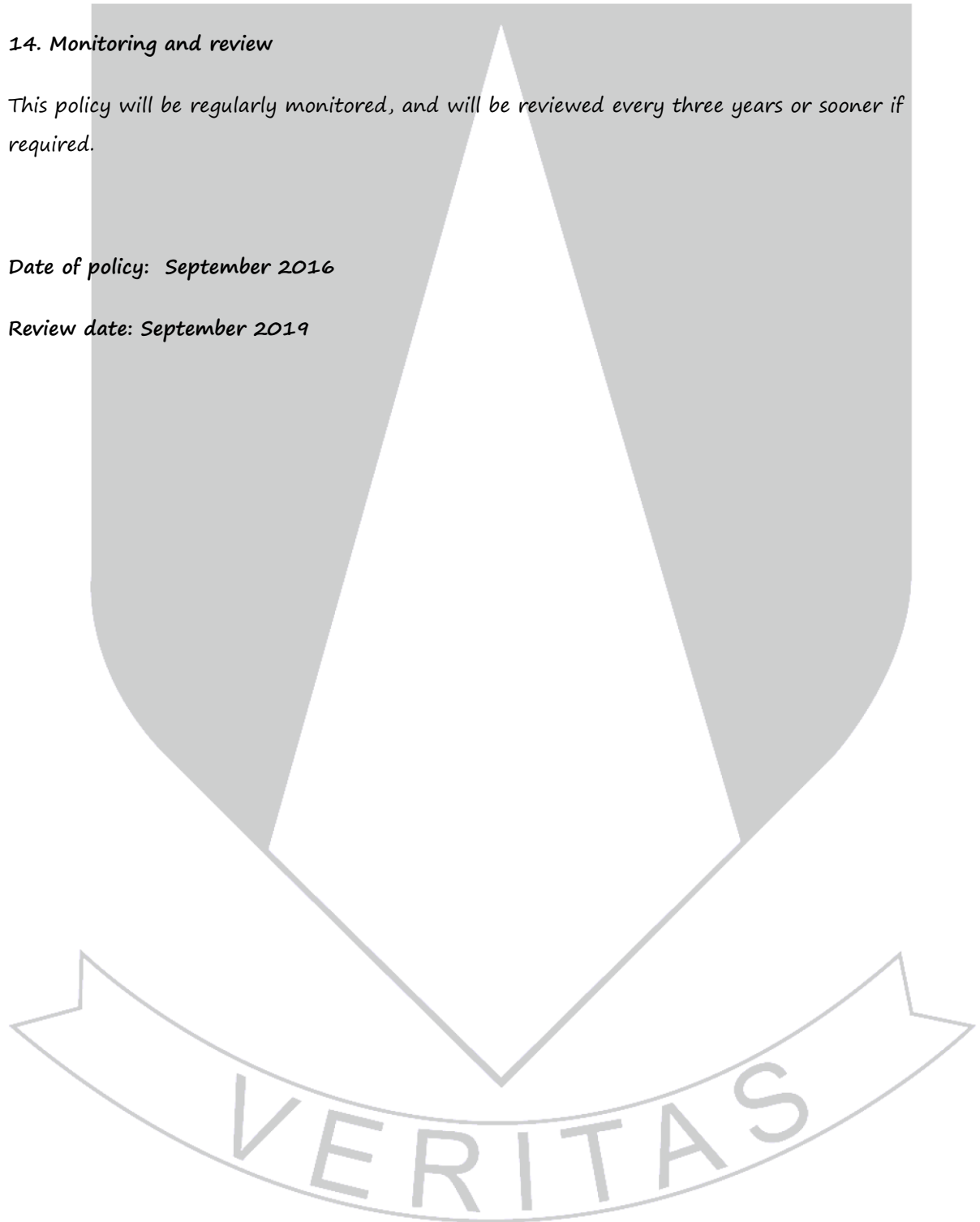
Parents have a right to view the information we hold, and we have contact details of the agencies to which our information is passed.

14. Monitoring and review

This policy will be regularly monitored, and will be reviewed every three years or sooner if required.

Date of policy: September 2016

Review date: September 2019



Live, love and learn joyfully together through Jesus and His Church.