



Communication Policy

Aim

At Buckton Vale Primary School we aim to have clear, effective, high quality communication among staff and with students, parents, governors and members of the wider school community. We need to ensure that communications between all members of the school community are clear, professional, timely and appropriate.

Objectives:

All communications at Buckton Vale Primary School should:

- Keep staff, students, parents and other stakeholders well informed
- Be open, honest, ethical and professional
- Use jargon free English and be easily understood by all
- Be actioned within a reasonable time
- Use the method of communication most effective and appropriate to the context, method and audience
- Take account of relevant school policies e.g. Confidentiality, Safeguarding, Equalities

Letters

Staff will endeavour to reply to parents' letters as quickly as possible. Letters will be acknowledged in three working days and a reply sent within ten working days. Letters must be approved by a member of SLT before posting. Copies of correspondence with parents will be placed on student files.

E-mail

Email is a quick, effective way of communicating information however it does not replace face to face meetings where some discussion is required. All e-mail should be treated as letters and should be checked carefully. Staff should acknowledge e-mail as they would a letter, within three working days and send a full reply within ten working days. E-mail sent should be written carefully, in the same way as a letter written on school headed paper.

Emails sent at weekends may not be dealt with until the following working week, and emails sent in holidays will probably elicit no reply until term-time

Under no circumstances should staff contact students, parents or conduct any school business using personal email addresses.

Telephone Calls

Staff should take notes about the content of telephone calls, as they would with meetings with parents. Detailed notes from telephone calls, including main points of discussion and action required/taken should be kept on student files.

Meetings with parents

Any parent wishing to meet with a member of staff should contact the school in advance and request a meeting with the member of staff. This request should be responded to within the usual communications protocols and in a timely manner. Parents should not come to the school to talk to a member of staff without an appointment. If a parent comes to the school without a prior appointment, the member of staff may still choose to meet with them, but there is no expectation to do so. Parents (like all visitors) should report to Reception prior to meeting with a member of staff.

If the meeting is due to take place outside office hours, separate arrangements can be made. A member of staff may ask for their line manager to accompany them.

If a meeting with a parent is taking place outside normal school hours, the member of staff should try, where possible, to ensure that another colleague is nearby. It is perfectly acceptable to call a meeting to a close in order to allow time for further investigation. Staff should call a meeting to a close in the event of the parent becoming angry or abusive. The member of staff should report such an incident to their line manager and seek further advice. The line manager should either accompany the member of staff to a further meeting with the parent or hold it without the original member of staff present.

Social Networking Sites/Blogs etc

Staff will not communicate with parents or students via social networking sites or accept them as their “friends”. The exception is networks or blogs set up specifically for the purpose of teaching and learning.

SignedDate (Chair of Governors)

SignedDate (Headteacher)