

St Philip's Catholic Primary School



Communication Policy 2023

Signed by:

Headteacher: _____ Date: _____

Chair of Governors: _____ Date: _____

Review date: Autumn 2024

Key objectives of the policy

In line with our mission statement and 3 main school values, all communications at St Philip's Primary School should be:

Respect

Resilience

Rejoice

Communication with parents and other important stakeholders

Effective communications enable us to share our school mission statement and values, as well as keeping parents well informed about school life. This reinforces the vital role that parents play in supporting the school and their child/ren.

Whilst staff will always seek to establish open and friendly relationships with parents, it is essential that relationships are professional and both parents and staff are addressed in a formal manner in all communication.

St Philip's Primary School aims to make our communication as accessible and inclusive as possible, striving to ensure that all of our parents can access a form of communication, making alternative arrangements where necessary (e.g. EAL, SEN, IT access or literacy issues). We will seek parental feedback on the school communication via our annual parent survey.

Communication Procedures

The school office can be contacted between 7.45am and 3.15pm on school weekdays.

Any communication received by the school during times of school closure or school holiday will be responded to upon the school reopening. Where communication has been received during a holiday period the timescale for response will begin upon the reopening of the school.

Postal Address	Telephone	Email
St Philip's Catholic Primary School Half Moon Lane Offerton Stockport SK2 5LB	01614830977	admin@st-philips.stockport.sch.uk

Contact	Email
Headteacher	headteacher@st-philips.stockport.sch.uk
Deputy Headteacher	deputy@st-philips.stockport.sch.uk
School Office	admin@st-philips.stockport.sch.uk
SENDCo	send@st-philips.stockport.sch.uk

Class Dojo

Class Dojo is a quick, effective way of communicating information. However it does not replace face-to-face meetings where some discussion is required. Staff will reply to any communication within 2 working days, unless there is a legitimate reason for the delay.

Message, Queries, Concerns	Person to Contact
If your child is absent from school....	Please notify the school office each day of absence by 10.30 am either by telephone on 01614830977 (where you can leave a message) or in person. Please note that this notification does not guarantee that absences will be authorised.
If you have a quick message for your child's teacher about collection, concerns, home learning...	Talk to your child's teacher on the playground after the class has been dismissed; all teachers are outside every afternoon or are contactable via Class Dojo on school days. Urgent messages may be left at the school office if you do not get a chance to speak to the teacher.
If you would like to talk about your child's learning progress...	Make an appointment to meet with your child's teacher via the school office or contact the class teacher via Class Dojo.
If you are concerned about social behaviours or bullying...	Make an appointment to meet with your child's teacher via the school office or contact the class teacher via Class Dojo.
If you would like to discuss something related to your child's teacher...	Make an appointment to meet with the Deputy Headteacher via the school office or by emailing deputy@st-philips.stockport.sch.uk .
If you would like to discuss your child's special educational needs...	Make an appointment to meet with the SENDCo via the school office or by emailing send@st-philips.stockport.sch.uk .
If you would like to find out about after school clubs or have a query...	Check the school website, email the office on admin@s-philips.stockport.sch.uk or ask at the school office.
If you have a pay query ...	Enquiries can be made to the school's office staff.
If you have a school dinner enquiry...	Please contact the school office directly.

If having followed the above the steps above, your question or concern is not resolved, please make an appointment with the school office to meet with the Headteacher or Deputy Headteacher.

If you would like to contact the Governing Body, they may be contacted directly, in writing, via the school office. All correspondence must be sealed and addressed to the Chair of the Governing Body, Elizabeth Donegan.

Communication may be made in the following forms:

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. Staff will reply to any e-mail within 2 working days, unless there is a legitimate reason for the delay such as consultation or investigation.

Telephone calls

The school office is open from 7.45am – 3.15pm. If a child is absent from school and we have no indication of the reason, administrative staff will contact a parent on the same day, to find out the reason for the absence.

Teacher2parents

We encourage all parents to inform the school of their current e-mail address and mobile number, to allow them access to Teacher2parents, which is a quick, economic and efficient method for the school to communicate with parents.

Meeting with parents

We encourage parents to contact the school if issues arise regarding their child's progress or well-being. For everyday issues parents should contact their child's class teacher. For persistent or serious issues, parents should contact the Headteacher or Deputy Headteacher. Any parent wishing to meet with a member of staff should contact the school office in advance and request a meeting with that member of staff. This will then be arranged at a time convenient to both parties. The subject for that meeting should be shared in advance to help staff to be fully prepared to ensure the meeting is productive. Parents should not come to the school to talk to a member of staff without an appointment. Staff members may be unavailable to meet should this happen.

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.

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. When a pupil is accompanying a parent for a meeting, it is perfectly acceptable to ask a pupil to remain out of the meeting for part of it.

Written reports

Once a year, a full written report is sent to parents on their child's progress in each subject. The report identifies areas of strength and areas for further development.

In addition, parents meet their child's teacher at least once a year, at parents' evening. When pupils have special educational needs, or if they are making less than expected progress or experiencing behavioural or disciplinary difficulties, we may arrange to meet with parents more regularly.

School Website

The school website provides information about the school and an opportunity to promote the school to a wider audience and provide guidance on admissions for prospective parents and pupils. It also has a regularly updated area for information for current parents. In addition, it has up-to-date policies available for parents to view. Copies of all newsletters to parents and information guides are also accessible through the website.