



## **Federation of Kirkby Malzeard and St Nicholas CE School**

### **Communication Policy**

**Sept 2024**

Effective communication builds understanding and trust, with this in place we will all be better able to work together to support children's wellbeing and development.

We hope that the following information is useful for parents as to how school will communicate with parents.

### **How will I know about relevant events in school?**

#### **Diary Dates**

- Dates for the diary are uploaded to the school website by the first Friday of the start of the year. Please check these regularly as new dates are added all the time.

#### **Weekly communication email.**

Each Friday an email will be sent from the school office containing the following information:

- A reminder of any information or events for the week ahead.
- Any new information class teachers need to communicate to parents or new diary dates
- Letters home – these will also be added to the *Parents/letters home* section of the website for future reference.

**How will I know what my child is learning about in class and about other events that have happened in school?**

**The website**

**Under the *Parent/Curriculum* tab you will find:**

- **Long term plans for each term.** These outline the topics the children will be covering in each subject area for each term they are in school.
- **Golden thread for the half term** is outlined on the PSHE long term plan

**Under the *Classes/relevant class page* tab you will find:**

- **Homework** expectations
- **The spellings for the school year**
- **The key knowledge for every subject for the term ahead.**
- **Newsletter** (updated at the start of each half term) providing additional detail on the learning for the term ahead and the **timetable**.

**How will I know how my child is progressing in their learning?**

**Parent consultations** are held in the Autumn and Spring term, with a written report provided in the Summer term.

Children who have additional needs will have more frequent meetings with the class teacher and/or SENCo.

If you have any concerns about your child's progress at any point in the year, please make an appointment with your class teacher via their email address to discuss this. Should the class teacher have any concerns about your child, a meeting will be organised with you to discuss these.

## **How will I know that my child has been recognised for good work or behaviour in school?**

**Under the *school info/vision/behaviour policy and blueprint tab* you will find:**

- The behaviour policy - this outlines how we recognise good behaviour and children making the right choices, as well as how we support children who do not make these choices. When a child is recognised for these good choices and they are added to our recognition board, they also receive a sticker to bring home so parents are aware of this.
- Children who are rewarded for good work receive a 'shining like a star' and are these are recorded on the tweets and updates for parents to see.

## **How do I contact school?**

We ask that as a general rule parents contact school for all enquires **via the school office**. You can do this by:

- Phone 01677 470329
- Email [admin@west-tanfield.n-yorks.sch.uk](mailto:admin@west-tanfield.n-yorks.sch.uk)

The school office hours are 8.30am until 1pm.

**Parents are advised to contact teachers via email only when absolutely necessary.** You are encouraged to address minor issues and questions in person with your child's class teacher.

Should we feel that the use of teacher's emails is being abused, we reserve the right to block parents from using these. Teachers are available at the end of each school day to talk with parents and address any questions or concerns. Any matters that need to be discussed at length should be done so via a meeting – you can use the teacher's email address to arrange this meeting.

If you need to share something of a sensitive or confidential nature, have a concern or wish to request an in person meeting, this can be emailed to the class teacher. **Class teachers kindly share their emails with parents but we respectfully request that these are only used for the above correspondence and within working hours (8am – 5pm) where possible.**

Our school's policy is to respond to all emails, **where possible**, within three working days. If your concern is urgent, please contact the school office.

### **Collection Arrangements**

Any changes to collection arrangements should be emailed to the school admin address before 12 noon. You will receive confirmation if this message has been received. For parents whose children use the bus, please ensure the bus form is completed by no later than 9am on the day we return to school.

### **The use of parent group chats**

We firmly believe that communication between parents – through the use of group chats, verbal communication, email etc. – is a useful way to ensure that parents can be aligned on issues relevant to the school, and that any queries can be addressed and raised to the school where necessary.

In accordance with the Parent Code of Conduct, we expect all parents to communicate on these and other groups in adherence with the following principles:

- Treat all staff members, pupils, other parents and any other individuals in the school community with dignity and respect
- Ensure that these groups are inclusive of all parents
- Raise issues of concern to the school directly, not within these groups

**We urge all parents to ensure that any parent group chats and social media groups are moderated in accordance with the above and that rules are clearly outlined to all members of the group chat before they join.**

We appreciate your support in helping us model respectful and healthy use of social media to our pupils.

### **What do I do if I have a concern?**

Please speak with us as soon as possible. We are here to help, and unless we are aware of a concern, we can do nothing to resolve it. Working together is paramount for the us to achieve the best for our children.

**Under the *School Info/Policies/Complaints and Concerns Procedure Policy*** Should you feel these have not been addressed by school appropriately, please see the school complaints and concerns procedures.

