



A Parents' Guide to the Communication's Policy

October 2019

General Notes:

- Under no circumstances will staff personal details ever be shared with parents

Social Media:

- The school runs its own Facebook page. This is carefully monitored and requests are only accepted from existing parents/carers KNOWN to the school
- The school also has its own Twitter account. This is for the purpose of promoting and celebrating general achievements and events
- Staff members will never communicate with parents or pupils via social media sites such as Facebook, Instagram, Twitter or accept 'friend' requests. The exception to this is via the official school Facebook page
- The school and the governors take a very serious view of any comments made about the school, its staff or children on any social media page. If unpleasant or potentially slanderous comments are brought to our attention we will report this to the appropriate authorities and take appropriate steps to have them removed and take further action should it be necessary

If a parent has an urgent concern or worry. What to do and what happens next?

At the beginning and end of the day

Speak to your child's class teacher – please bear in mind that the beginning and end of the day are very busy periods.

In the mornings the teacher is expected to supervise their class and begin teaching as soon as possible. It may not be possible to have a lengthy conversation at that point.

Similarly at home time, the teachers' first priority is to hand over children safely to their collecting adult. You may need to wait to speak to them once they have dismissed all the children.

If the teacher is unable to speak to you at that point in time, they will arrange a convenient time for you to meet.

During the school day

Please phone (01273 293677) or email (admin@carden.brighton-hove.sch.uk) the school office briefly detailing your concern and to whom you need to speak.

Please note:

- ✓ Lessons will never be interrupted for parents to speak to a teacher
- ✓ The school will determine the level of urgency requests. Any safeguarding concern will always take immediate priority over other meetings
- ✓ The school will **acknowledge receipt** of your call/email **within 48 working hours** and will ensure that any **meeting** takes place **within 5 working days**.

Please be patient as the school receives multiple requests for meetings/discussions each week, particularly with members of senior staff (Head Teacher, Deputy Head Teacher and SENCO.) We will try to arrange to speak/meet with you as soon as is practical for us to do so.

If you send us an email

DURING TERM TIME

- ✓ **Parents will be aware that teachers are not in a position to check emails consistently throughout the day**
- ✓ **Parents will only use staff email addresses to contact staff directly**
- ✓ **Staff and parents are aware that part-time staff may take longer to reply due to the nature of their work schedule**
- Urgent messages should not be communicated through email but should be phoned into the school office or left as a voicemail e.g. illness or alternative school pick up
- Staff will look at all emails within 48 hours and respond to them within 72 hours
- Staff responses to emails will be brief and may only be an acknowledgement

- Follow up to an email may be face to face if the teacher feels that this is the best method of communication
- There will be no facility for Skype, Face Time or other video calling services

School staff will not respond to emails or telephone messages over weekends or during school holidays.

Difficult Family Circumstances/Events

We recognise that family life can be tricky sometimes and circumstances can change. Difficult family events/circumstances can have an impact on children. It's really helpful and valuable if parents/carers are able to share this information with school as we may be able to either offer or signpost support for children and families.

All conversations will of course be treated with the utmost confidence and respect. Information will only ever be shared with relevant professionals if necessary. Please contact the School Office and ask to speak to Miss Perrins, Assistant Head Teacher/SENCO if you have any concerns.