



Carden Primary School

Communications Policy

Vision

Together we aspire, learn, achieve and thrive.

Aim

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

Objectives

- All communication at Carden Primary School should:
- Keep staff, pupils, parents and other school community members 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 and audience
- Take account of relevant school policies e.g. Equal Opportunities Policy and Equalities Document

How Do We Communicate?

- Open door policy – staff meet and dismiss children at the start and end of the day on the playground
- Weekly newsletters (available on the website)
- Text messaging service from the office to parents/carers
- Staff emails
- School Website – www.carden.brighton-hove.sch.uk
- School Office – admin@carden.brighton-hove.sch.uk
- Telephone calls – 01273 293677
- Letters
- School Prospectus and Parents' Handbook (both available on the website)
- Parents information point in the foyer
- Noticeboards outside the school
- Parents' evenings three times a year
- Celebration events and open afternoons/work share
- Topic Overview Guides– (available termly on the website)
- Weekly Year Group homework that includes year group information
- Weekly staff briefings
- Daily Bulletin for staff
- INSET Days
- Staff Handbook
- Through an informal parents group called the 'Friends'
- Parents' Forum
- Children's end of year school reports

Staff Email Protocol

Email is a quick, effective way of communication information however it does not replace face to face meetings where some discussion is required.

DURING TERM TIME

- 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
- Staff will not respond to emails over the weekends or during school holidays
- Teachers email addresses can be given to parents via the school office. They will not be published on the website.
- 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.

Parents and Teachers should ensure that:

- They do not engage in **private/personal** correspondence with children and parents
- Under no circumstances should staff contact children, parents or conduct any school business using personal email addresses
- The sending of attachments should be limited
- The sending of chain letters is not permitted
- No adverts are embedded

Emergency Contacts

- The school keeps an up to date list of emergency phone numbers used to contact parents/carers when a child is ill. It is **very important** for Parents/Carers to inform the office in the event of any details changing (including email addresses).
- In the event of school closure due to bad weather, heating failure or any other health and safety issue parents/carers will be informed by text. They should also tune into local radio stations (Heart FM) for updates. The school website will also be used, whenever possible, to pass on this information.

Who Do I Contact at Carden?

Office Staff

The Office Staff will be able to answer most queries about the general day to day running of the school i.e. Payments, letters, club information and general school enquiries. The office staff will also pass messages on to other staff members.

If your issue relates to Special Educational Needs or Additional Needs, the SENCO will be the person to contact.

Class Teacher

The Class Teacher will be the first person to speak to in the case of a class based issue or enquiry that the office is unable to answer such as friendship issues or academic achievement. The majority of issues can be sorted out at this stage.

SENCO

Phase Leader

For any issue that is more serious in nature or relates to the running of the year team, the Phase Leader will be the person to contact.

If a child or family receives Learning Mentor intervention work or support then they will be more appropriate for any first contact about issues as they have a close relationship with their mentees.

Deputy Headteacher

When an issue is such that it demands the attention of a senior member of the Leadership Team then the Deputy Headteacher would need to be contacted.

Headteacher

There may be occasions when an issue is serious enough for it to be brought to the attention of the Headteacher. In this instance issues are usually referred up by the Deputy Headteacher.

Learning Mentors

Chair of Governors

Our policy states that should any person not be satisfied with the Headteacher's response they should address their concerns to the Chair of Governors who will investigate the matter within 10 working days.

