



VICTORY HEIGHTS PRIMARY SCHOOL

Communication with Parents and Children Policy

Victory Heights Primary School recognises the importance of clear and effective communications with all stakeholders (all school staff, children and parents, outside agencies, national bodies, etc.), and is committed to being open and accessible for all who have an interest in the school.

Aims of the policy:

1. To improve the quality of communication at Victory Heights Primary School by ensuring that effective communication and consultation takes place between the school, parents, children and other stakeholders.
2. To improve the quality of communication by ensuring robust processes for consultation between the school, parents and children on key service areas.

Forms of Communication

Communications can take a variety of forms:

- verbal (through meetings or by telephone)
- written (through letters, notes in Home/School Link Books, or email)
 - responses will usually be within 24 hours for both letters and email
 - letters will receive either a verbal (usually by phone) response or a written response to letters.
 - emails will receive an email response (Those sent at weekends may not be dealt with until the following working week, and during holidays at next start of term-time).
- Online (examples are the school website or School Communicator)

Complaints

For complaints, there is a system in place for monitoring the nature of complaints at the school in order to identify trends and address any recurring issues.



COMMUNICATIONS MATRIX

The following table identifies types of parent and school communications within Victory Heights Primary School and how they are handled.

Communication Type	Objective of Communication	Medium	Frequency	Response Time	Entry Point / Trigger for Action	Owner	Output
Ad hoc Queries	Requests for Information and Concerns from Parent(s)	<ul style="list-style-type: none"> • Face to Face • Telephone • Email 	Daily	Respond within 24 hours	Reception	Reception directs to Appropriate Member of Staff	<ul style="list-style-type: none"> • Verbal Response • Telephone Call • Email
Complaints	Complaints	<ul style="list-style-type: none"> • Face to Face • Telephone • Email 	As required	Respond within 24 hours	Staff Member	Principal	<ul style="list-style-type: none"> • Enter in complaint system
Academic – Child’s Progress	Request for Progress Reports from Parent(s)	<ul style="list-style-type: none"> • Face to Face • Telephone • Email 	As required	Respond within 24 hours	Reception or Teacher Directly	Reception directs to Appropriate Member of Staff	<ul style="list-style-type: none"> • Verbal Response • Telephone Call • Email
Academic – Child Concerns	Notes in Home/School Link Book	<ul style="list-style-type: none"> • Home/School Link Book 	Daily	<ul style="list-style-type: none"> • Check book every day • Sign weekly 	Teachers	Teachers	<ul style="list-style-type: none"> • Updated Home/School Link Book
Academic – Child’s Progress	Notes in Home/School Link Book	<ul style="list-style-type: none"> • Home/School Link Book 	Daily	<ul style="list-style-type: none"> • Check book every day 	Teachers	Teachers	<ul style="list-style-type: none"> • Updated Home/School Link Book
Academic – Verbal Conversations	Discussion between staff and parents	<ul style="list-style-type: none"> • Face to Face 	As required	<ul style="list-style-type: none"> • None (real time) 	Staff Member	Staff Member	<ul style="list-style-type: none"> • May include brief written note of discussion and outcome (to be placed in child’s file)
Academic – Open Days	Prospective Parents are invited	<ul style="list-style-type: none"> • Face to Face 	November preceding year of entry to school	<ul style="list-style-type: none"> • If required 	Principal	<ul style="list-style-type: none"> • Principal 	<ul style="list-style-type: none"> • School Prospectus

Communication Type	Objective of Communication	Medium	Frequency	Response Time	Entry Point / Trigger for Action	Owner	Output
Academic – Meet and Greet	Parents of each Year Group	• Face to Face	Beginning of Year	• If required	Principal	• Year Group Lead	• Presentation
Academic – Child’s Progress	Discuss and Review Child’s Progress	• Full Report	2 times/yr in Dec. and June	• By December • By June	Principal	• Teacher	• School Report • Reply Slip for Parents to comment
Academic – Parent Meeting	Discuss and Review Child’s Progress	• Face to Face	3 times/yr	• Scheduled appointment	Principal	• Teacher	• Discussion Points
Academic – Information Parent Meeting	Discuss and Review Child’s Education	• Face to Face	As required	• Scheduled after school appointment on request	Parent	• Teacher	• Discussion Points
Parent Rep. Meetings	Parents representing each class communicate with School Representative, occasionally the Principal directly	• Face to Face	Weekly	• Scheduled Meeting with action items assigned for following up on assigned dates	VHPS Staff / Parent Reps	• Admin Assistant	• Plans for Events in School • Event Assignments • Parent Communications
General School Communications	Communicate School Updates and Events	• School Communicator	Daily	• N/A	VHPS Staff	• Admin / Deputy Head	• Updated School Communicator
General School Communications	Communicate School Updates and Events	• FACEBOOK	Daily	• N/A	VHPS Staff	• Admin / Deputy Head	• Updated FACEBOOK page
General School Communications	Communicates School Updates and Events	• Newsletter	Weekly	• N/A	VHPS Staff	• Admin / Deputy Head	• Weekly Newsletter

Communication Type	Objective of Communication	Medium	Frequency	Response Time	Entry Point / Trigger for Action	Owner	Output
General School Communications	Communicates School Updates and Events; Whole School Newsletters	<ul style="list-style-type: none"> • Website 	As required	<ul style="list-style-type: none"> • N/A 	VHPS Staff	<ul style="list-style-type: none"> • ICT Teacher 	<ul style="list-style-type: none"> • Website
General Class Communications	Report about class events, celebrations, topic and curriculum news	<ul style="list-style-type: none"> • News Article 	Weekly	<ul style="list-style-type: none"> • N/A 	Teachers	<ul style="list-style-type: none"> • Teachers 	<ul style="list-style-type: none"> • Weekly News Articles
Academic – Parent Workshops	Guide parents on curriculum strategies, changes and systems.	<ul style="list-style-type: none"> • Face to face 	As required	<ul style="list-style-type: none"> • Scheduled Workshop 	Principal	<ul style="list-style-type: none"> • Principal 	<ul style="list-style-type: none"> • Packs (if applicable)
Questionnaires	Variety of reasons for data collection: <ul style="list-style-type: none"> • School curriculum • Changes to school day timing • Uniforms • Framework for parental consultation meetings • Homework • Schools' Reporting System 	<ul style="list-style-type: none"> • Hard Copy • Electronic Survey • Email 	As required	<ul style="list-style-type: none"> • Requested Due Date at distribution 	Principal	<ul style="list-style-type: none"> • Principal 	<ul style="list-style-type: none"> • Questionnaire

To be reviewed August 2015