



Communications Policy

Fordham All Saints

Updated by Jakki Sibley

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Due for Review October 2021

Communications Policy

This policy has been created to ensure clarity regarding communication in school. It's purpose is to set out clear expectations in terms of communication between school and parents and vice versa. It will outline our intentions and means of regular communication and will also clearly specify how we will respond to parent correspondence, requests, complaints, time frames and intentional outcomes.

School to parents

We use various means of communication as outlined below.

ParentMail-

This is our primary communication with parents. This is the system we will use to send letters, all communications requiring permission, diary dates, invitations, school performances, time adjustments and any cancellations. We aim to send letters via parentmail in a timely fashion in order for parents to have a sensible time to respond, should the letter require.

Class Dojo-

This is a more informal means of communication and provides reminders for families, class timelines and photos, class requests and regular daily school celebrations. Class dojo is a secondary form of communication and has a social media style timeline of class events.

We will always ParentMail important information in the first instance

Class Dojo will be used as a 'backup' and may duplicate these events but will not be the sole communication tool. As clasdojo can be accessed instantly by all school staff, notices and notifications may happen in real time during the school day.

Phone call-

We will use phone communication with parents where we require an immediate response or an emergency.

Email-

We may choose to communicate with individual parents in answer to queries via email. This will only come via the school office or if necessary, via the Headteacher.

Parents to school

Office/ Phone-

To report absence, request a future meeting/ appointment, inform us of same day events- eg. Pick up arrangements, lunch queries, parents should call the office on 01206 240251. The office is open between 8am and 4pm and closes for lunch between 12-1.

We aim to return calls within 24hrs of the parent's call.

Email-

Parents may also communicate via email to admin@allsaints-Fordham.essex.sch.uk This email address may be used for any non-urgent query; to request a meeting, pass on documents, submit a complaint or inform us of an appointment. Please do not email the office expecting an immediate response, we cannot guarantee that the emails will be immediately responded to but will aim to email a reply within 48hours of receipt, except during weekends and holidays. In the event of a complaint please see the complaints policy regarding timeframes for response by the Headteacher.

Playground/ Morning gate-

Teachers and TA's are usually unavailable for meetings before school and all messages should therefore be relayed to the office in the first instance. This is to ensure the message gets to the teacher at the start of the day. If a meeting is required, the office can organise this for you with the class teacher.

Letters & Notes-

Parents may write notes for teachers and send them into school with their children, these may be to excuse from events, or inform of homework problems, etc- eg. PE injuries

Class Dojo- We are happy for Dojo to be used as a communication tool between parents and staff during the hours of 8am-6pm Monday to Friday. Parents must be aware that if they communicate via this medium out of these hours that messages may not be read or responded to until the next working day. Immediate responses should not be expected at ANY time, especially during working school hours. Parents are requested to respect staff personal time and refrain from seeking immediate answers outside of the working day. Staff will answer messages between the hours of 8-8.30 and 3.30-6 pm. We ask for your patience when using class dojo. If a member of staff chooses to message out of these hours, this should not be expected and be understood that it is the personal choice of each staff member.

School will acknowledge receipt of letter within 72 hours

Complaints- please see our complaints policy document for detailed information

In the first instance please talk to school. We have an open-door policy and would welcome parents coming into school for a discussion, as we believe this is the easiest and most effective way to solve issues. We understand that this may not always be possible and, in that instance, we would advise communication via telephone.

If contacting the school regarding a written complaint, parents must understand that an immediate response is not to be expected. We aim to respond to parents within 24hours Monday-Friday.

We do not believe that written correspondence is an effective and productive resolution to problems, and therefore school will not engage in email chains to seek resolution and address complaints. The headteacher will aim to respond via email, letter or telephone conversation within 24hours where appropriate with the hope of solving the issue and addressing the problem promptly.

If further correspondence is necessary, we will then invite parents into school and welcome a face to face meeting in order to swiftly and efficiently resolve the problem. If a resolution can not be

concluded the parents have the right to follow the complaints procedure and contact the Board of Governors to further seek a resolution.

Parents must not expect immediate responses to emails, class dojo or letters, nor should they expect to be seen by a teacher or the headteacher immediately. Staff in school will always do its utmost to see parents as soon as possible, and address any issues, concerns and complaints.

Parental code of conduct

The school reserves the right to refuse to engage with any parent or adult who is verbally abusive, aggressive, rude or unreasonable. We will always seek to find the best possible resolution and attempt further communication which is productive and manageable for both parties.

1. Purpose and scope

At Fordham All Saints, we believe it's important to:

- Work in partnership with parents to support their child's learning
- Create a safe, respectful and inclusive environment for pupils, staff and parents
- Model appropriate behaviour for our pupils at all times

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the staff code of conduct) and pupils (through our behaviour policy).

This code of conduct aims to help the school work together with parents by setting guidelines on appropriate behaviour.

We use the term 'parents' to refer to:

Anyone with parental responsibility for a pupil

Anyone caring for a child (such as grandparents or child-minders)

2. Our expectations of parents and carers

We expect parents, carers and other visitors to:

Respect the ethos, vision and values of our school

Work together with staff in the best interests of our pupils

Treat all members of the school community with respect – setting a good example with speech and behaviour

Seek a peaceful solution to all issues

Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct

Approach the right member of school staff to help resolve any issues of concern

3. Behaviour that will not be tolerated

Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)

Swearing, or using offensive language

Displaying a temper, or shouting at members of staff, pupils or other parents

Threatening another member of the school community

Sending abusive messages to another member of the school community, including via text, email or social media

Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms

Use of physical punishment against your child while on school premises

Any aggressive behaviour (including verbally or in writing) towards another child or adult

Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention

Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)

Possessing or taking drugs (including legal highs)

Bringing dogs onto the school premises (other than guide dogs or agreed school dog)

4. Breaching the code of conduct

If the school suspects, or becomes aware, that a parent has breached the code of conduct, the school will gather information from those involved and speak to the parent about the incident.

Depending on the nature of the incident, the school may then:

Send a warning letter to the parent

Invite the parent into school to meet with a senior member of staff or the headteacher

Contact the appropriate authorities (in cases of criminal behaviour)

Seek advice from the local authority's legal team regarding further action (in cases of conduct that may be libellous or slanderous)

Ban the parent from the school site

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the headteacher.

Every effort will be made to find a satisfactory and fair resolution of differences but, having consulted the Chair of Governors the Headteacher has the authority to exclude a parent from the school site.

Acceptable use of the internet:

agreement for parents and carers

Name of parent/carer:

Name of child:

Online channels are an important way for parents/carers to communicate with, or about, our school.

The school uses the following channels:

- Class Dojo
- Parentmail/ email for parents (for school announcements and information)
- School website

Parents/carers also set up independent channels to help them stay on top of what's happening in their child's class. For example, class/year groups, Friends of Fordham email and social media groups, or chats (through apps such as WhatsApp).

When communicating with the school via official communication channels, or using private/independent channels to talk about the school, I will:

- Be respectful towards members of staff, and the school, at all times
- Be respectful of other parents/carers and children
- Direct any complaints or concerns through the school's official channels, so they can be dealt with in line with the school's complaints procedure

I will not:

- Use private groups, the school's Friends of Fordham page, or personal social media to complain about or criticise the school or members of staff. This is not constructive, and the school can't improve or address issues if they aren't raised in an appropriate way
- Use private groups, the school's Friends of Fordham page, or personal social media to complain about, or try to resolve, a behaviour issue involving other pupils. I will contact the school and speak to the appropriate member of staff if I'm aware of a specific behaviour issue or incident
- Upload or share photos or videos on social media of any child other than my own, unless I have the permission of the other children's parents/carers

Signed:

Date: