



Stroud Valley Community Primary School

Communication

Introduction

Stroud Valley prides itself on being an open school with good relationships between all parties focused on the well-being of our children. The relationship between school and a child's family is crucial to ensure the best outcomes for them.

The school and parents / carers have a responsibility to ensure good communication is effective and keeps everyone informed about events and the needs of our children.

Communication is a two-way process and therefore needs to be conducted in a positive, mutually respectful manner.

We aim to ensure all communications are clear, comprehensive and dealt with in a timely manner.

We aim to ensure communication is as accessible to all families as far as reasonably possible. This may include translating into their home language if necessary and ensuring the language used in communication is accessible to all.

This policy is intended to help all understand the expectations of communication between home and school as well as their role and responsibility.

As in all areas we welcome feedback about our communication with a view to continual improvement ensuring it serves its purpose for families and the school.

How we communicate with parents / carers

We use School Spider as our main communication platform including our website where information should be found easily.

As a school we will ensure that:

- parents and children have clear lines of communications
- we inform families of forthcoming events with as much notice as possible
- the curriculum is clearly communicated to parents

We also understand that there are numerous other matters you parents/careers may want to talk to a member of staff about. We will aim to respond to communication within 48 hours of receiving a request.

Parent/Guardians/Carers will need to:

- read the key communications issued by the school;
- check the school website for information you require
- raise issues or concerns at the earliest opportunity with the school in the appropriate manner;

- act on the communication (for example, completing consent forms)
- ensure contact details such as mobile phone numbers and e-mail addresses are kept up to date.
- contact the school via e-mail, letter or telephone if they need to contact a member of staff

Methods of Communication

Email

We ask parents to email admin@stroudvalley.gloucs.sch.uk.

All e-mails will be directed to the member of staff most appropriate to deal with the issue raised and contact will be made as soon as possible within two working days.

Letter

Letters can be handed into, or posted to, the school office. As with emails all letters will be passed to the relevant member of staff and contact will be made within two working days of receipt.

Telephone

If you would prefer to contact the school by telephone the person answering the phone will **make a written note of conversation and pass this to the relevant member of staff and** contact will be made within two working days.

The school phone number is **01453 764400**

Text

The school has a texting system where we can send you information that may be more urgent and regarding anything you need to know quickly before the newsletter is published.

Please make sure that you inform the office each time your mobile number is changed.

Appointments

Appointments to see a member of staff can be by e-mail, letter, telephone or asking at the school office. Contact to arrange the date and time of the appointments will be made within two working days

Time off school requests

If your child needs to be away from school during term time, please contact the office for a planned absence form. These forms are an important part of our safeguarding duty so we know that absent children are safe.

If there is no reason for an absence known to the school, we will ring to check that the child is with you and safe.

Website – stroudvalleyprimaryschool.co.uk

We endeavour to upload all letters and other information onto our website on a regular basis.

School Newsletter

You will receive a newsletter every Friday which will include information that you need to know about school events as well as sharing some of the experiences we provide as a part of our teaching and learning. If you would like the newsletter e-mailed to you, please contact the school office and your details will be added to our distribution list.

Newsletters are uploaded to the website.

Other letters

You will receive other letters when necessary that usually relate to class information, for example details of a trip. Many of these require a response from home, for example gaining your consent. It is important for our organisation that these are returned within the time frame given on the letter.

Curriculum Information

At the beginning of each term you will receive information about the curriculum being covered for that term.

This will include:

- PE days and requirements
- homework
- planned trips

Reporting to Parents

We have two parents evening during the year to report on the progress your child is making in all areas of the curriculum.

We understand these are limited through the year and if there are particular issues you want to discuss with your child's teacher please make an appointment as outlined above.

In the summer term you will receive a written report. The letter that accompanies this report allows you to make an appointment to discuss it further with your class teacher should you so wish.

Governors

Governors hold an important strategic role in school improvement and holding the leadership of the school to account. They are not involved in day to day operational matters, questions of this nature should be directed to the school as outlined previously in this policy.

If you would like to contact the governing body please request by e-mail, letter or telephone and a member of the governing body will contact you within two working days.

The school complaints policy is available on the school website.

Monitoring and review

This policy will be regularly monitored, and will be reviewed every two years or sooner if required.

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|-----------------------------------|---|
| Policy | Communications |
| Date Policy Ratified by Governors | |
| Committee Responsible | Finance, Premises, Staffing and General Purposes. |
| Date for next review | |

- **Communications Policy**

AM asked how we communicate with parents for whom English is not first language?

DS said we should try to Google translate all communications to foreign parents from September and will add this to the policy.

JHV asked whether we could use AI to write English in an accessible manner for all parents?

DS agreed that we should add to the policy that letters to families will be as accessible as far as reasonably possible. To be added to the agenda for the next review.

SH pointed out that the Turkish families actually have Bulgarian as their first language, so there is a need to find out the best way to communicate with them.

Governors agreed to ratify the Communications policy with the proviso that it will be updated in September.