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# St Mary's Primary School Batlow Communication Policy

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## COMMUNICATION POLICY

### PURPOSE

St Mary's Primary school values the partnership that exists between parents/guardians and staff. This partnership aims to foster academic progress, nurture student wellbeing and promote a positive school environment. It is therefore in the interests of the whole school community that communication between parents/guardians and staff is open and respectful. This policy is designed to ensure the most effective and productive communication between staff and parents/guardians.

### POLICY FRAMEWORK

The St Mary's School Community Council and the School Leadership Team acknowledges the professionalism and integrity of our staff and respect their right to an environment that is safe and supportive. The school is committed to promoting open and respectful communication between parents/guardians and staff.

### POLICY CONTENT

- Appropriate, constructive and timely feedback is valued and encouraged.
- Parents and guardians should allow between 1-2 school days for a reply during staff working hours (8.00am – 5.00pm) to any communication. Parents/guardians should appreciate sometimes a delay in reply may be experienced due to staff absence or illness.
- In the event of urgent matters parents/guardians should contact office staff who will ensure that the appropriate staff members are informed.
- It is acknowledged that staff have time constraints during the school day and that issues or concerns are best dealt with when uninterrupted time and attention can be given to them.
- Issues or concerns should not be discussed in front of students or other families.
- No parent/guardian should approach the children of other families or their parents with a school related issue or non-school related issue on the school grounds.
- Issues of concern are best shared when they first arise.
- Sensitive matters will not be dealt with via email.
- No school related communication will occur, or be entered into via any social media sites.
- First contact should always be made with the teacher or staff member concerned.
- Parents/guardians should contact their child's class teacher or the relevant specialist teacher if the matter involves your child or an issue of class operation.





- Where a Teacher and Parent/Guardian meeting is cancelled it is the responsibility of the person cancelling to communicate with other parties and reschedule a mutually convenient time.
- Where matters involve a third party, discussion will occur within privacy guidelines.
- During meetings a record of the meetings will be recorded and filed.
- Staff school email addresses are available and given to parents at their request. Staff make their email address available at Parent Information Evenings, letters home to parents etc.
- Staff of St Mary's school are encouraged not to 'friend' parents on Facebook or via other social media contacts.
- The Principal should be advised of any concerns about the lack of response to communication.

#### Home/School Communication Tools

- School Website
- Online Calendar
- Weekly Newsletter
- Skoolbag App
- Information Nights
- Parent Workshops
- Parent/Teacher Meetings
- Emails
- Phone
- Scheduled appointments

#### **Guidelines for Parents:**

- Email the concern to the appropriate staff member/s outlining the issues AND/OR
- Ring the St Mary's School Office to request a mutually convenient appointment with the staff member/s concerned.
- If the issue is not resolved at this level, email or phone to make an appointment with a member or members of the School Executive Team ie Principal/REC
- Alternatively email or contact an executive member of the St Mary's Community Council to outline concerns.
- PLEASE DO NOT approach staff members on duty with issues or concerns-duty of care to students on the playground is their foremost responsibility.
- Complete the Complaints Form located on the St Mary's Complaints Policy and address it to The Principal.





**Guidelines for Staff:**

- Respond to emails within 1-2 working days – acknowledge including colleagues.
- Send emails only to respondents that need the email i.e. no whole group for a few.
- Respond to parent emails during work hours only 8.00am-5.00pm
- Staff may choose to email colleagues out of these hours but there is no expectation that staff respond outside these hours.
- Offensive or emails of a serious nature should be forwarded to the School Executive Team.
- Not to 'friend' parents/students on Facebook or other social media sites.
- Draft emails and seek colleague advice
- Emails the shorter the better – meet in person if need be.
- Make a record of parent meeting

**POLICY RESPONSIBILITY**

The person responsible for the implementation of this *Policy* is the Principal.

**POLICY REVIEW**

The *Policy* shall be reviewed and updated every (usually three) years, to be updated (state the next year to be updated), or in the event of any information or incident that would demonstrate the need for a review, or resulting from any legislative or organisational change that would warrant a review.

POLICY DATES			
<i>Review</i>	JULY 2015		
<i>Next Review Due</i>	July 2018		
POLICY AUTHORISATION			
<i>Principal</i>	Mrs Christine Baron	<i>Signature</i>	

