



## **Barton Church of England (VA) Primary School**

### **Communication and Concerns Policy**

We are always looking at ways in which we can improve our school to provide the best learning experience for all of our pupils.

At Barton we aim to:

- create a happy, welcoming school community
- recognise and value parents as key educators of their children, fostering positive relationship and strong working partnerships between home, school, the church and the community
- promote Christian values, and through them encourage all to develop their sense of personal worth, respect for others and reverence for life

We recognise that good communication enables good relationships and as a school, we seek to communicate in an effective, appropriate and timely way.

As a school:

- we welcome contact from parents and carers
- we respond as quickly and fully as possible to parents and carers, using the most appropriate form of communication for each context within agreed time scales
- we involve parents in our work with children
- we share information as often and as fully as possible with parents and carers

### **COMMUNICATION**

#### **1. Written/email communication**

We regularly communicate with parents through:

- a regularly updated school website
- a weekly Barton Bulletin sent out via Parentmail, hard copies and on the website
- short weekly notes on Parentmail giving reminders of key events and class/year group/group specific information
- termly progress updates via Parent Consultation Evenings in the Autumn and Spring Terms and a written report in the Summer Term
- regular articles in local magazines about pupil activities and achievements
- Home School Agreement

#### **2. Day-to-day communication**

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For daily communication, face- to-face contact is much preferred and a dialogue between staff and parents often clarifies information.

At the beginning and end of each day, class teachers will be available on the school playground to give or receive messages or for a short informal conversation.

Teachers may wish to speak with you about an excellent piece of work your child has produced that day or a prompt to finish homework. It may be that there is a need for the teacher to talk with you about a more serious or a more sensitive issue. If time allows you may be asked to step inside to speak with the class teacher or headteacher. If you are not collecting your child, then the teacher will make a short phone call to inform you about what has happened, ensuring everyone is aware of the day's events.

If you have any queries or questions e.g. homework, losing uniform, trips etc, then please do chat to the teacher at the beginning or end of the day. If you need anything clarified and need more time, then please book an appointment and the teacher will be able to suggest a time (normally after 3.30pm) within the next few days.

Some questions can easily be answered by our office staff or by looking on our website, which is regularly updated.

Please ensure you inform the school office of any changes relating to your child's care e.g. Emergency contacts details, medical conditions, parents' address etc

### **3. Parents' Evenings**

There are termly parent consultation evenings, but if you have any concerns about your child's progress, it is better to express these sooner rather than later, so that any concerns can be addressed straightaway. Likewise, if the class teacher has any concerns, they will request a meeting to talk these through and agree a course of action, which may involve our SENCO.

### **4. Absence and Emergency communication**

If your child is unwell and is unable to come to school, please inform us by telephone, email or in person as soon as possible on the first morning of the absence, explaining the reason for absence and expected day of return.

If your child is feeling unwell, sick at school or has hurt themselves badly, especially bangs to the head, we will contact you immediately.

Up-to-date contact details, kept in the school office, are vital.

If the school has to close due to snow or another unexpected emergency, then a message will be sent via ParentMail, the local radio (Radio Cambridgeshire and Heart Radio) or the school website ([www.bartonprimary.org.uk](http://www.bartonprimary.org.uk))

### **5. Suggestions and Forums**

We often send out questionnaires regarding all kinds of topics like homework, snacks, curriculum etc, so that you can express your views. Parent Forums are held to discuss more complex issues such as the development of our Strategic Plan. We will listen and take views

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into consideration before decisions are made. Informal, helpful, constructive suggestions are welcomed by staff and governors.

## **CONCERNS**

It is best to raise concerns informally first, giving time for discussion and clarification so that the situation can be rectified as soon as possible. There may be concerns that you wish to be discussed of a more detailed or serious nature and it is again, important to discuss these as soon as possible, so that matters do not get worse. These may include friendship problems, unsettledness at home or school, change in family circumstances, confidence with school work, or an incident that your child has recounted involving pupils or staff.

Depending on the urgency of the matter, it will be necessary to book an appointment with the class teacher in the first instance. This meeting will often be a discussion and there may be a need for further investigation or a follow up meeting. A short email explaining the main issue is usually better than a detailed account at this point.

Please book an appointment via the school office or via email to the class teacher.

It may be necessary to address serious concerns directly to the Headteacher. If you are uncertain about whom to contact, please ask the school office and they will help you.

## **Respect for others**

All of us in the school community deserve respect, whatever age we are or whatever role we have. We expect everyone to speak politely to each other with due consideration. We will not accept any aggressive language or behaviour in the school and we will ask any adults who are expressing themselves in an abusive way, to leave the school premises.

## **COMPLAINTS**

It is in everyone's interest that concerns are resolved at the earliest possible stage. Whilst we take concerns seriously and will make every effort to resolve the matter as quickly as possible, we understand that there may be occasions when it is not possible to resolve the issue to the satisfaction of all parties. In this instance, a formal complaint may be raised.

Please see the Complaints Policy for Cambridgeshire Maintained Schools for further guidance. The policy is available on our school website at the following link

<https://www.bartonprimary.org.uk/concerns-and-complaints/>

Reviewed by FGB on 4<sup>th</sup> December 2024

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