



BROOKDALE PRIMARY SCHOOL

Communicating with Parents Policy

We have a commitment to providing a secure, happy and caring environment which meets the needs of all our children. By working in close partnership with parents and carers, we nurture the development of trust, respect, confidence, independence, self-esteem and the desire to learn. In our school, we aim to have clear and effective communications with all parents and carers. Effective communications enable us to share our aims and values. This reinforces the important role that parents play within the school.

Aims

Our school aims to ensure all school communications are:

- Clear
- Comprehensive
- Two way
- Timely

School will ensure that:

- Parents and carers will have clear lines of communication
- The curriculum is clearly communicated
- Parents are informed of forthcoming events
- Communication with parents is professional and respectful and reflects our school values

We ask parents to undertake to:

- Read the key communications issued by the school
- Act on the communications (for example, attending special meetings)
- Raise issues or concerns at the earliest opportunity with the school in the appropriate manner
- Communicate with staff in a respectful manner that reflects our school values

Home school communication

- A calendar of school events will be produced at the start of each year and communicated via the school newsletter and on the website.
- The school bulletin is sent to parents regularly containing general details of school events and activities, including planned visits or trips for year groups. We send other letters when necessary
- At the beginning of each academic year, all parents/carers will be invited to a curriculum morning session which outlines teaching methods and details of the work to be covered during the forthcoming year.
- All curriculum information for each year group is available on the school website.
- Letters are sent via email from the school office regarding school events - Paper copies are available to those parents who do not have access to email.
- The school uses School Spider App as a way of sending emails and messages.
- Medical Tracker will be used to send parents information about any accidents or first aid their child has received in school

ClassDojo

Parents can access Class Dojo, which forms the basis of our school reward system, to see their individual child's Dojo points. Children are awarded points in line with our school values, however, they may lose Dojo points from time to time. We ask that parents promote positive behaviour and our school values but please do not feel the need to contact the class teacher about lost Dojo points: if there is a specific issue that needs to be discussed, the class teacher will contact home.

ClassDojo is a school communication platform where **school** communicate to parents/carers on the following:

- homework
- curriculum
- requests for additional meetings or telephone calls
- Key reminders about class or whole school events

If you need to discuss an aspect of your child's learning or behaviour with their class teacher you must contact the school office before school, during lunch-time or after school

Class dojo is **NOT** for:

- Reporting absence
- Discussions about behaviour or friendship issues

These must be communicated through the school office or directly to classroom staff via email.

E mail

Parents can send important queries via the following address:

schooloffice@brookdale.wirral.sch.uk

For the purposes of administration, we require all emails to go to the central email address above. However, all emails will be treated with full confidentiality and the responses will be made by the member of staff addressed.

Please note all emails should specify the member of staff to whom the query is addressed.

Communication via email or ClassDojo will be responded to within 5 days. If your query is more urgent, please contact the school office or speak to the Headteacher at the start or end of the school day.

Before/After school

It may be possible to speak to your child's class teacher on the telephone before 8.45am or after 3.15pm. Please ring the school office on 0151 677 5170.

You may also be able to speak with a member of the classroom team when you drop your child off at school, or when you pick them up, if a member of staff is available.

Appointments

To discuss any issues about your child please make an appointment to talk with the class teacher.

Any issues that remain unresolved can be taken to the Deputy Head and then to the Headteacher.

If it a specific SEND issue, your child's class teacher will put you in touch with our SENCo.

Parents are asked to phone the school office to make an appointment.

We will aim to make appointments within 5 working days and are willing to meet either before (from 8.15am) or after school (3.15 – 5.00 pm) to fit in with parents.

Absence Requests

We ask parents to complete a school 'Absence Request Form' which we require to be given to the school a minimum of 10 working days before the requested date, in order to receive a response before the date of the absence.

School website

Our school website contains a range of specified information to give parents and carers, and the wider public, a full picture of provision at our school. We update this information regularly throughout the school year.

Social Media

As a school, we will not accept any negative or derogatory comments posted on any social media platform. If these occur, they will be removed and followers will be blocked.

Written Reports

In Summer Term, parents receive an end of year report with details of the child's attainment in all subjects and their attitude to learning.

Parent Evenings

Parents are invited to meet their child's teacher on a one to one basis twice during the year. To support parents attending, a variety of afternoon and evening times are offered. Where possible, it is more effective for parents to attend the meeting together so that a common approach to supporting the child in their learning can be agreed. If exceptional circumstances mean this is not possible, we will arrange separate consultations.

Governors

Details of the names of governors is on the school website and in the school reception area next to the main office. Governors should be contacted via the school office email or written communications left at the school office and will be forwarded to the Chair of Governors. As governors support the school in a strategic role, if parents contact them on a matter to do with the management of the school, governors will be unable to respond and will direct them to take their concern to the school.

Confidentiality

All communications will be treated as confidential. We store useful information about pupils in our school and from time to time we are required to pass some of this information to others for educational purposes. More details can be found under the GDPR section of the school website.