

GILBERT INGLEFIELD ACADEMY



COMMUNICATIONS POLICY FOR PARENTS

Date of Policy:

December 2024

Approved by Head Teacher :

December 2024

Review Date:

December 2027

Staff responsible:

Senior Leadership Team

Communication falls into three areas:

- from parents to the school
- information sent out by the school to all or groups of parents and
- communication from the school to individual parents.

Communication from Parents

1. General

Communication from parents relating to classroom issues will be dealt with by the form teacher in the first instance. This will generally be dealt with on an informal basis by the form teacher, either via phone or email. Should this prove unsatisfactory, the communication should be brought to the attention of the Key Stage Lead; then the next step would be the appropriate member of the Senior Leadership Team (see Parent Communication Guide)

2. Response to letters from parents

When a letter/email from a parent is for information only, and requires no reply, it will be noted, actioned if required, and then kept in the student's file.

All other letters/emails will be responded to, in writing, within three working days. This response will be either a pro-forma letter, a full response, or an acknowledgement stating when a full reply should be expected. Correspondence can be received and replied to by email.

3. Telephone/Verbal and Written Messages

Telephone messages left with the school office are passed to the relevant member of staff. If a parent needs to drop kit or equipment off, the office staff will then send a message electronically to the child via their teacher asking the child to come to the school office to collect it.

If a parent leaves a message via the school office for a child, this message is similarly delivered electronically to the child via their teacher and the child will be asked by the teacher to attend the school office to collect the message. These messages are normally recorded in a book at reception, especially regarding changes in school/home arrangements. If a message is received from parents after 3pm we cannot guarantee this will be passed to the child in time.

Phone messages left within school hours will be responded to as soon as possible.

Where a phone call asks for a meeting with a member of staff, we will aim to make arrangements for a meeting within three working days at a mutually agreed time and to take place at school. There is no guarantee that a member of staff will be available on demand, due to teaching commitments or pre-arranged meetings.

4. Emails to Staff

Parents may have access to staff email addresses but an email should be used for a simple request, reminder or question. If a parent would like to email at length, it is better for the parent to request a face to face meeting.

Emails will only be answered on a weekday (and as above) within three working days. Please be mindful that we will send out to parents a holding email to acknowledge receipt of the email but in order to have a thorough, accurate response, emails do take up to three days to respond to. If the email system is being abused by parents, the Head Teacher will ask to speak to the parent in person.

If you contact us via the SEND email address, please allow the SEND team five working days to respond to emails.

General Information sent out by School

1. Information Packs

We have a Welcome to Year 5 pack for all new students which is normally sent out electronically to parents. There is an edited version for other year groups' new starters which is also sent out to parents.

During the open evening held in November every year, parents are invited into the school and a school prospectus pack is given out.

2. Information Meetings for Parents

There are several fixed dates in the year for parents to come into school for information. We aim to communicate these dates to people at least two weeks in advance.

- Consultation Evenings: these are held in the Autumn and Spring terms, with set times for discussion of each pupil's attitudes and progress.
- Annual School Report: this is published to parents/carers at the end of the summer term. This informs parents of their child's progress over the year.
- Additionally, we try to organise information evenings linked to assessment or curriculum areas to inform and explain new teaching and learning methods or strategies to parents/carers.

We aim to ensure an ethos of clear and transparent communication to both parents for the benefit of the child. If parents are separated it is strongly encouraged, for the sake of the child, to meet teachers together.

3. Newsletters

We email regular newsletters to parents which we use as an opportunity for the school to send out reminders, dates, and information about events coming up as well as signposting websites and other useful information.

The "Gilbert's Gazette" is distributed at the end of every half term to share celebrations and news of the school via pictures and articles.

4. General

- Letters are posted on the Letters page of the school website.

- All letters/emails/messages are sent via our electronic email system – Arbor.
- Letters regarding parent consultation evenings are sent two weeks in advance.
- Letters relating to particular activities, e.g. class trips, are sent out at least four weeks in advance, where possible.
- Up to date newsletters, diary dates and relevant policies are available from both the school office and the school website www.gilbertinglefield.com.
- Please see Parent Communication Guide.

Particular Information to a Parent

This will be dealt with as necessary on an individual basis via telephone, letter or email and will be logged on our school system Arbor.

All parents must make sure that the information held at school is up to date and we ask all parents to check the contact information that the school holds once a year



Parent Communication Guide

December 2024

General Communication By Telephone or Email

Communication from parents relating to learning, progress, issues, or concerns.

Contact Form Tutor or Subject Teacher

A response should be received within **3 working days**, a holding email to acknowledge receipt of email will be sent.

Messages for Pupils

Telephone messages (i.e. change to school/home arrangements) or equipment/lunch/PE kits being dropped in for pupils. Reception will send an electronic message to the members of staff teaching the pupil throughout the day, requesting that the pupil comes to the office to collect message/item.

Please do not call after **3pm** for messages to pupils, as we cannot guarantee they will be passed on in time.

Response to letters received from parents

Letters will be responded to in writing within **3 working days**. This letter will be either a pro-forma letter, a full response or an acknowledgement stating when a full reply should be expected.

Letters can be received and replied to by email.

Parents request for a Meeting.

Any request for a meeting with a member of staff will be responded to as soon as possible, this will be arranged within 3 working days at a mutually agreed time and to take place in the school.

There is no guarantee that a member of staff will be available on demand, due to teaching commitments or pre-arranged meetings.

Answerphone Messages

Answerphone messages left within school hours will be responded to as soon as possible. If the message is asking for a meeting with a member of staff, again this will be aimed to be arranged within 3 working days, at a mutually agreed time and to take place at school.

Who Do I Talk to If I Have a Concern?

General Questions or Well Being
Form Tutor

Child's Learning
Subject Teacher

Special Education Needs
SEND Team

Attendance or Leave of Absence Requests
Attendance Officer

School Lunches/Dinner Accounts/Uniform/Trips
School Office

Health & Safety
School Manager

Safeguarding Concerns

Designated Safeguarding Lead

If you think a child is in immediate danger, call the police on 999.

Immediate concern above a child call Central Bedfordshire Access C Referral Hub on 0300 300 8585.

If you are not completely satisfied with the response received for your reason for contacting the school, this can be followed up by escalating your concerns, following the below flow chart.

KS2 Team Years 5 & 6
KS3 Team Years 7 & 8
Wellbeing/Concerns

Head of Subject Department
Learning/Curriculum

Senior Leadership Lead
Behaviour

Senior Leadership Lead
SEND and Inclusion

Senior Leadership Lead
Teaching & Learning

Senior Leadership Lead
Curriculum

Senior Leadership Lead
Assessment & Progress

Senior Leadership Lead
Wellbeing & Pupil Premium

Headteacher