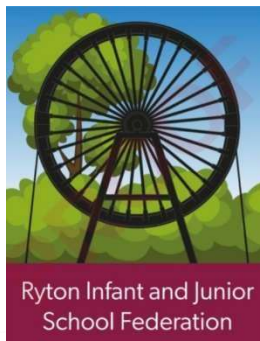


RYTON FEDERATION

Communication with parents policy



Introduction

Good communication between the school and home is essential. Pupils achieve more when schools and parents or carers work together; parents and carers can help more if they know what the school is trying to achieve; staff and governors will be more effective if they have a good understanding of parents' perspectives.

We are very fortunate to have many supportive and friendly parents/carers. We want our parents to recognise that educating children is a process that involves partnership between parents, class teachers and our wider school community.

Parental engagement with your child's learning is important in supporting attainment and progress and parents have a legitimate right to understand what their child is learning at School.

However, contact between parents/carers and the school must be appropriate, proportionate and respectful, allowing our staff across the Federation to have a work/life balance.

Purpose

The staff and pupils of Ryton Infant and Junior School have the right to work in a safe and comfortable environment free from harassment, abuse, hostility and other behaviour and conduct that is unwanted.

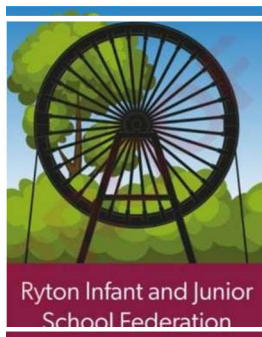
This policy is intended to set out to parents, carers and visitors how it is expected that communication between home and our Nursery, Infant and Junior School will take place.

To whom does this policy apply?

This policy applies to **all** parents, guardians, contractors, visitors and other third parties who have a reason to visit our schools, or interact with our staff. However, for convenience, we shall mostly refer to these people as 'parents' in this policy.

Communication

There are many reasons you might want to communicate with our schools or a specific member of staff. This could be simply phoning in to report a child's absence or just informing the member of staff at the gate when you drop your child off that they have forgotten their PE kit or have been complaining of feeling a little unwell. These short conversations to impart information are entirely necessary.



Conduct

The staff in our Nursery, Infant and Junior School have the right to work in a safe and comfortable environment free from harassment, abuse, hostility and other behaviour and conduct that is unwanted. Our expectations of parents' behaviour is aligned with the ordinary expectations of behaviour that anyone can reasonably expect. What amounts to unreasonable behaviour is determined by our school.

There is no definitive list, but the following examples of behaviour are likely to be regarded as unreasonable:

- Shouting and swearing at staff (including by email)
- Verbally abusing or insulting staff (including by email)
- Making unfair derogatory or defamatory comments about staff (including by email)
- Using violence or threats of violence (including by email)
- Harassment and discrimination (including by email)
- Any other conduct that makes staff feel unsafe, upset, threatened, alarmed or distressed

It is important to recognise that the key consideration is the perception of the behaviour and how this makes the recipient feel; a lack of intention to cause upset does not mean that the conduct cannot be regarded as unreasonable.

Social Media

Parents and staff should be aware that all electronic communications between parents and colleagues should be professional and take place via the official school communication channels. This is to protect staff, children and parents.

Staff and Parents must not 'befriend' each other or communicate on any social media app, including but not exclusive too, Whatsapp, Facebook, Instagram, Snapchat or other. If this is not followed our School will look carefully at the individual circumstances and take the appropriate disciplinary action.

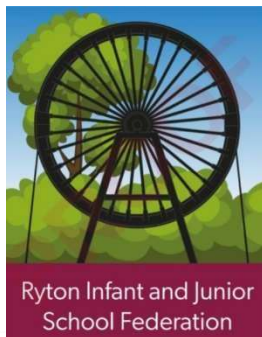
How parents and carers can communicate with the school

Parents should use the list in appendix 1 to identify the most appropriate person to contact about a query or issue, including the school office number and email address.

1.1 Email

- Parents should always email the school office about non-urgent issues in the first instance. office@rytonfederation.org.uk

We aim to acknowledge all emails within 1 working day, and to respond in full (or arrange a meeting or phone call if appropriate) within 3 working days.



- If a query or concern is urgent, and parents need a response sooner than this, they should call the school. [0191 413 2776](tel:01914132776) (Infant School) [0191 413 3573](tel:01914133573) (Junior School)

Class teachers should only be emailed directly if the content of the email relates to your child's learning/class activities/lessons/homework

Class Teachers and support staff have been informed they must disregard any other emails, including those reporting absences, bullying or behaviour. These matters must be addressed through the school office so school can respond to in a timely manner.

1.2 Phone calls

If parents need to speak to a specific member of staff about a **non-urgent** matter, they should email the school office and the relevant member of staff will contact them within 1 working days.

If this is not possible (due to teaching or other commitments), someone will respond to schedule a phone call at a convenient time. We aim to make sure parents have spoken to the appropriate member of staff within 3 days of your request.

If the issue is urgent, parents should call the school office. Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

1.3 Arbor communications app

As we use the Arbor communication app in school, parents are welcome to continue to use the app to report absences.

How we communicate with parents and carers

The sections below explain how we keep parents up to date with their child's education and what is happening in school. Parents should monitor all of the following regularly to make sure they do not miss important communications or announcements that may affect their child.

2.1 Arbor

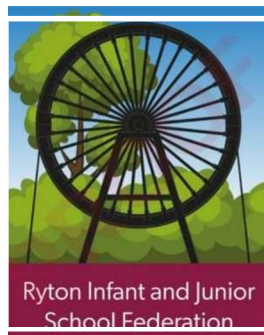
We will mainly use arbor email to keep parents informed about the following things:

- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- Class activities or teacher requests (PE day changes, upcoming trips)

- Attendance concerns

2.2 School calendar

Our school website



<https://rytonfederation.ovw1.juniperwebsites.co.uk/> includes a full school calendar which can be subscribed to by parents. The calendar is updated in advance to reflect events taking place in the next term and will include:

- School times and term dates
- Upcoming events
- Curriculum information
- Important policies and procedures
- Important contact information
- Information about before and after-school provision

2.3 Reading records/homework books/ Reports

Our school send home weekly reading records and these can be used to communicate learning.

During your child's time at our school, Parents will also receive an

- An end-of-year report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance
- A report on KS2 SATs tests results at the end of Year 6.

2.4 Text messages

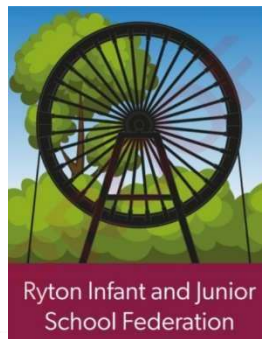
In the event Arbor is not accessible, we will text parents about:

- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)

2.5 Meetings

We hold two parents' evenings per academic year. During these meetings, parents can talk with teachers about their child's achievement and progress, the curriculum or schemes of work, their child's wellbeing, or any other area of concern.

- The school may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, or wellbeing.
- Parents of pupils with special educational needs (SEN), or who have other additional needs, may also be asked to attend further meetings to address these additional needs.

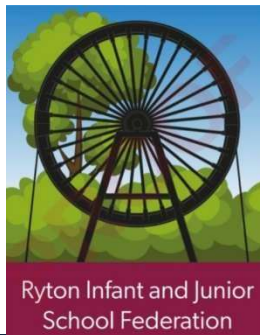


Appendix 1: school contact list - Who should I contact?

Remember: check our website first, much of the information you need is posted there.

Or email office@rytonfederation.org.uk

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework For example "a log in to a spelling shed" "to request a new reading book" "to volunteer to support on a class trip"	Your child's class teacher
My child's wellbeing	School office Please phone the School office or Office@rytonfederation.org.uk to organise a meeting with the relevant members of staff.
Payments	School Business Manager frantague@rytonfederation.org.uk
School trips	School office Office@rytonfederation.org.uk or Miss Gilholm or Miss Little direct.
Uniform/lost and found	School office Office@rytonfederation.org.uk or Miss Gilholm or Miss Little direct.
Attendance and absence requests	If you need to report your child's absence, call: 0191 413 (2776 Infants, 3573 Juniors) or report it using the arbor app. If you want to request approval for term-time absence, please fill out a holiday form



I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
	https://rytonfederation.ovw1.juniperwebsites.co.uk/parents/holidays
Bullying and behaviour	School office Please phone the School office or Office@rytonfederation.org.uk to organise a meeting with the relevant members of staff.
School events/the school calendar	School office Office@rytonfederation.org.uk
Special educational needs (SEN)	Please share your concerns with our School office , who will inform our School SENCO and organise a meeting.
Before and after-school clubs	School office Office@rytonfederation.org.uk or telephone
Hiring the school premises	School Business Manager frantague@rytonfederation.org.uk
PTA	School PTA members Susie Duffy, Ali Cox and Megan Newton

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy.