



*Our school is a Christian community in which pupils, staff, parents, governors and parishioners are working together, within a safe and stimulating learning environment, to achieve education of the highest possible quality, in order to prepare pupils to meet the challenge of their futures.*

*We celebrate the value of each child and set high expectations for them in our endeavour to sustain and develop their gifts and talents.*

Date Adopted	
Signed (Governors)	
Signed (Headteacher)	
Date for review	

## **Rationale:**

Holy Trinity School aims to provide effective communication between staff and parents in order to maximise pupils' experience of school whilst enabling parents to support both their child and the school.

## **Aims**

To ensure that effective communication takes place to inform parents of achievements, progress and attainment.

To ensure that parents are informed of any issues in school.

To provide parents and staff with a means of communicating when needed.

To provide a structured approach to communication that enables both school staff and parents to support pupils.

## **Types of communication**

The school can communicate with parents in a variety of ways

- Verbally
- Through home school books or reading record books
- Text
- Telephone
- Email
- Letter

Parents can communicate with school in a variety of way

- Verbally
- Through home school books or reading record books
- Telephone
- Email
- Letter

The school is committed to replying to parental questions, queries and concerns as soon as possible. An acknowledgement of the query, concern or question will be

forwarded to the parent within 48 hours and the school will reply to the query, concern or question within 10 school working days at the very latest.

If a query, question or concern is not dealt with in a satisfactory manner please see our complaints policy on how to escalate.

### **Parental communication with the school**

The school has set protocols for communication from parents.

#### *Communicating verbally – through face to face meetings*

The school has an open door policy and, where possible, staff are available from 8.30am. Please note that information can be passed to the teachers of FS and KS1 teachers in the morning upon arrival but please be aware that staff are beginning the teaching day from 8.45am. Where possible teachers are available after 3.15pm to discuss any issues with parents although occasionally an appointment will need to be made.

If you wish to make an appointment with your child's teacher there are two ways that this can be done

1. Contact the class teacher (see ways to communicate on page 2)
2. Contact the school office

Where possible staff will try to accommodate a request for a parental meeting within 10 school working days at the very latest.

#### *Communication through the home school books/reading records*

Parents can use these books for recording any small issues or achievements at home for the teacher to see. Please can you ensure that your child gives this book to the teacher in the morning. The teacher will sign to acknowledge the message and, if necessary, provide a response via the book as soon as possible.

School will often use these books to communicate with parents. In the event of a communication could parents please sign upon reading the comment.

#### *Text*

The school can text message parents regarding events and reminders in school. This service is not used for informing individual parents or communicating problems, issues or achievements. Parents cannot text the school.

### *Website*

The school has a website that has up to date information regarding staff, communication, policies and curriculum as well as other areas that parents may be interested in. There is no communication to the school through the website.

### *Telephone*

Parents can ring the school office at any time and leave a message on the answering machine if no one is present in the office. The school number is 01457 872860

### *Email*

Parents can email the school at any time at [info.dobcross@oldhamlea.gov.uk](mailto:info.dobcross@oldhamlea.gov.uk)  
Please note that this address is not accessed daily in the holidays and any emails sent in this time may not be answered until the school is open. Parents should not email staff directly.

### *Letter*

Parents can send letters either through the class teacher or through the Office. The letter should clearly state the person it is intended for.