

## Parent/Carer Teacher Communication Policy

*Where parent is used in this policy, it includes carers of children also.*

At Bean Primary we recognise the valuable role parents play in the education and social development of their children. We know that a successful primary school experience depends on positive relationships between children, parents and staff. In order for parents and staff to have shared expectations, it has been decided to develop this policy which sets out our commitment to parents and carers of pupils at Bean Primary School.

### Parents' Evenings

At Bean Primary we offer - and strongly encourage - attendance at two parents' evenings that are planned each year to discuss pupil progress. We also provide a report at the end of the year on pupils where parents are invited to come and discuss this if further clarity is needed.

### Brief Conversations

We understand that there will be times when parents need to pass on information to staff relating to their child. This is welcomed and parents and carers can pass messages on to members of staff in the mornings in Key Stage 1 at the enclosure gates. Unfortunately teachers aren't usually available at this time as it is important that children enter the classroom and begin the day promptly. Parents are not permitted to enter these enclosed areas to speak to teachers as this compromises the safeguarding of children in our care. Parents or carers of pupils in Key Stage 2 can pass on messages in the mornings to a member of staff at the main gate. If parents wish to hand in letters or money, this can be done either to those members of staff on duty or posted in the letterbox in reception.

After school teachers bring children out and are more available for a brief chat, but parents should be aware that meetings are held throughout the week and these chats may need to be curtailed. If a lengthier conversation is needed, the teacher will suggest a more convenient time.

### Emailing / Writing to Staff

Parents are welcome to communicate with staff via email or letters. Letters should be addressed to the school and marked for the attention of the individual concerned. All emails should be sent to the office at: [office@bean.kent.sch.uk](mailto:office@bean.kent.sch.uk) Staff will respond to parents' queries within three working days. For more complex issues, contact will be made within three working days and a response will be made within a further seven days, a total of 10 working days. *Although these are the latest parents will be contacted, it is our aim to respond as soon as possible.*

### **Contacting a member of the Senior Leadership Team**

If a parent wishes to take up a matter with a member of the Senior Leadership Team, the above timeframe will be used.

### **Phoning the office**

Parents are welcome to leave a message by phone for a member of staff. Staff will aim to respond quickly to such requests and contact should be made with the parent within three days. If a meeting is requested, this will be responded to at the earliest convenience, usually within five days but in exceptional circumstances, within 10 working days.

### **Conduct Within Meetings**

All conversations, either by phone or face to face, must be conducted in a civil and courteous manner. Even if strong emotions are experienced, staff or parents are not expected to tolerate any inappropriate communication. If individuals can't embrace these principles, meetings or conversations will be promptly brought to a close and the matter escalated to a member of the Senior Leadership Team.

### **Those Present**

If preferred, parents are encouraged to attend meetings with a family member or friend to lend support. It is not expected that meetings will have large numbers representing the parents' point of view as this can make meetings overly time consuming. Staff are also encouraged to have a colleague or member of the Senior Leadership Team attend if this is felt appropriate.

### **Contact via Written Correspondence**

If parents can't adhere to the above policy, communication will be via letter. If at any point, parents are not satisfied with the form of communication from the school, they can make a complaint to the Chair of Governors. A complaints form can be collected from the office or downloaded from the school website.

It is our experience that parents are very understanding and the vast majority work harmoniously with staff for the best interest of the child. This policy recognises the organisation's duty of care for both parties.