

Stanborough



Communication with Parents / Carers Policy

Reviewed by: Personnel Committee

Date of Issue: June 2021

Date of next Review: June 2022

**Responsible member
of SLT:** Ellen Daplyn

Grow and Succeed

High Expectations | Mutual Respect | Quality Learning | Success for All

This policy is set within the school's four principles of:

High Expectations Quality Learning Mutual Respect Success for All

Principles

The principles of the Communication with Parents / Carers Policy of Stanborough School are embodied in the four principles of the school in the Stanborough Code. This policy applies in school, when students are traveling to and from school, when students are in uniform and on educational visits. The aims of the policy are:

- To support effective parent/ carer and school relationships
- To develop a moral framework within which initiative, responsibility and sound relationships can flourish
- To enable students to develop a sense of self-worth, respect and tolerance for others
- To produce an environment in which students and staff feel safe, secure and respected.

Practice

At Stanborough School we believe that parents and carers are central to the work we do with students. We are a community school and maintain an inclusive ethos based on mutual respect.

We aim to:

- Protect the right to learn, the right to teach and the right to feel safe and be safe
- Accept and value people as they are
- Promote equality and celebrate difference
- Listen, communicate and operate fairly
- Encourage openness and honesty
- Respect life, people, property and ideas
- Reject violence and aggression
- Actively promote cooperation with others
- Protect and enhance self-esteem and dignity
- Reject all discrimination on any grounds

We support parents through our regular communication on the school website; through our social networks (Twitter, Facebook and Instagram); through our weekly newsletter, The Stanborough Times, and through letters and phone calls from individuals and departments.

We hold annual Parent Teacher Interviews for each year group which gives parents and carers the opportunity to meet with their child's teachers and discuss progress. We also offer two Parent Teacher Surgeries each year where parents and carers can make appointments with specific staff members to discuss any concerns.

We report three times a year on student effort and attainment (except in Year 7 and 9 where attainment is reported on twice a year). All students also receive a written report from their teachers, their tutor and a senior member of staff each year. Printed reports are available on request.

We also meet parents throughout the year to discuss pastoral and / or academic concerns. Parents are also invited to our range of musical, drama and dance performances and our celebration of achievement evenings. Each year group also has an evening dedicated to giving out information relevant to their needs. For example, in Year 8 parents and carers are invited to the options evening to help them to support students in making important decisions about their Key Stage Four pathway.

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The Headteacher holds an annual coffee morning where parents are invited to hear about her vision for the school, the school priorities and this ends with a Q+A session.

We encourage parents and carers to contact the school via phone or email, at any point in the school year, with any concerns or questions regarding their child's education. We will direct parents to the most appropriate person to support them and answer their questions.

We value the support and contributions that parents and carers make to our school and we believe in forming positive relationships with parents and carers. We expect all parents and carers to act in a way that supports our Stanborough Code of high expectations and mutual respect.

In an instance where parents or carers do not act in a way which we feel is acceptable, such as acting in an aggressive or abusive manner, whether this be verbally on the phone, in writing or in person, we will act to ensure the safety of staff and students. We expect staff to act in a professional way when dealing with such situations and attempt to diffuse the situation. We advise staff to notify the parent or carer that they will end the conversation and report their concerns to a senior member of staff.

We believe that staff, students and parents / carers have a right to work and be in school without fear of abuse. We will therefore take seriously any concerns raised to us about aggressive and abusive behaviour from parents and carers, as we would with students and staff. After full investigation, including contact with the parent / carer, we will take appropriate actions to ensure the continued safety of staff and students.

Responsibilities

All staff and parents / carers are responsible for supporting and upholding the Communication with Parents and Carers Policy and the values that it is based on.

The policy relies on the consistent application of values and procedures by all staff in the school.

Governors will review any actions based on complaints regarding parental or carer behaviour annually and receive a report from the Headteacher about the operation of the Policy in practice.

The Headteacher is responsible for the monitoring of all the social media accounts.

REFERENCED POLICIES

- Complaints Policy (SS-POL-PER-004)

DOCUMENT CONTROL

| Document Control | | |
|-------------------------|---------------|--|
| Edition | Issued | Changes from previous |
| 1 | 19 Jun 20 | New Policy |
| 2 | June 21 | Additional of sentence regarding responsibility of social media accounts |

End of Policy

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