

Gorse Hall Primary and Nursery School

Parent Communication Policy



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Schools have many lines of communication to maintain: with parents and carers, with other schools, with the community, with outside agencies, and within the school. Good communication between the school and the home is essential, and children achieve more when schools and parents work together and in partnership.

In our school we aim to have clear and effective communications with all parents and with the wider community.

Our school aims to ensure all communications are:

- Clear
- Comprehensive
- Two- way
- Timely
- Respectful and Responsible

We aim to communicate with parents and the school community in the following ways:

- Electronic Information – Arbor, Seesaw, school website and email services
- Written Information - Policies, letters, newsletters and information leaflets (as required and on request)
- Telephone Communication
- Informal/formal meetings

Electronic communication:

- Our school website contains policies; newsletters and term dates; class organisation information; curriculum information ;support; guidance and signposting for parents; interesting links.
- Parents can contact school via email. Our email address is admin@gorsehall.tameside.sch.uk. All emails are treated with full confidentiality and may be forwarded to staff as appropriate. We will respond to parents' emails within a reasonable amount of time and not exceeding 48 hours.
- The most effective home/school is via Seesaw and this is checked daily by staff. Parents should be aware that communication in this form will not receive an immediate response if staff are teaching. A response is not expected during evening or at weekends. Parents should be aware that if the communication is urgent or a safeguarding issue they contact the school by telephone.
- A pupil absence can be recorded via class teacher on SeeSaw. Please message every new day that your child is absent.
- Minor first aid incidents including head bumps are communicated via Seesaw.
- Negative and positive behaviour is communicated through Arbor and Seesaw.

Written information:

As an Eco school we try to be as paperless as possible and send the majority of our communication via Arbor and Seesaw. Typically, we send:

- Information about school events and activities sent out to parents as necessary – some e.g. surveys may require a MicrosoftForms link to be completed and returned to school.
- Trip letters will be sent out with adequate notice and will contain any relevant information (e.g. lunch / clothing requirements) as well as information linked to consents and payments.
- A calendar of school events is available on the school website and communicated via frequent Newsletters . Some events may need to be rearranged as necessary over the course of the year.
- A Home-School agreement is to be completed as by all parents and pupils at the beginning of each academic year and to new pupils throughout the year which outlines key expectations, roles and responsibilities in partnership working.
- Individual letters/information may be sent home when the school is responding to the requirements of the behaviour policy or the SEND policy. This may also be sent in response to communication from parents asking a specific question or raising a concern. The importance of this will be judged and responded to by letter, phone or meeting within an appropriate time frame.

Telephone Communication

- Parents may contact the school office to speak to the class teachers. Teachers are not always available during the school day due to teaching commitments so the call may not always be returned on the same day.
- Parents may telephone to report pupil absence. This can also be communicated through email or Seesaw. Please do this for every new day that your child is absent. School will make contact on first day of absence if no contact by parents has been made. School may conduct a home-visit for safeguarding reasons.
- If staff have serious concerns regarding injury or bumps to the head, parents will be contacted by telephone as soon as possible.

Informal/Formal Meetings

- The Seesaw app should be the first form of communication between parents and class teacher. There is no expectation that the class teacher can speak with parents during drop off or at the end of the school day so it is often better to contact teacher for a mutually convenient time. If a meeting is needed between parent and teacher please contact teacher via Seesaw.
- Meetings achieve good outcomes with mutual respect. Any meeting will be terminated if staff feel disrespected or intimidated.

- Parents are welcome to speak to the Head Teacher by prior arrangement if the matter cannot be resolved with the class teacher. Please contact the office on 0161 338 4262 to make a mutually convenient time.
- The office staff are available to accept daily information/messages from parents regarding issues/queries such as uniform, school trips, after school clubs etc. Where actions taken by school are in line with school policies, office staff will make this explicit to parents.
- Parental Consultations are held twice a year in Autumn and Spring and are booked through the Arbor system. Where possible, it is effective for parents to attend the consultation together so that a common approach to supporting the child in their learning can be agreed. If this is not possible we will try to arrange separate consultations.
- Parents of children with an Education and Health Care Plan are invited to attend annual reviews. It is very important that these meetings are attended.

Complaints

- School works in partnership to work together in securing best outcomes for our pupils. Parents should first communicate with the class teacher as often they can be resolved promptly. If further action is needed, parents can follow the Complaints Policy on the school website so correct procedures are followed. Alternatively use the link [Complaints-Policy-Jan-2024.pdf](#).

Governors

Governors may be contacted at the school via email or written communication through the school office. All communication will be forwarded to the Chair of Governors who will respond within 10 working days. The name and duties of governors is on the school website. We aim to work closely with parents to support all children, and good working relationships are vital, therefore we politely request that all communication remains civil. It should be noted that all communications should be professional and polite. Governors may be asked to intervene if staff receive communication that is threatening or abusive.