

Policy name:	Positive Communications Policy
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Introduction

At **Peel Park Primary School** we strive to build strong relationships with parents, carers and visitors. This helps create a stimulating, happy and safe learning environment which continues from school to home and the wider community, providing all our pupils with the opportunity to achieve their personal best. The trust, support and co-operation of parents is fundamental to the continued success of our school.

This **Positive Communications Policy** outlines the way in which we will communicate with all stakeholders, how you can communicate with us and what the expectations are of all stakeholders.

All employees of **Peel Park Primary School** are required to demonstrate the highest possible professional standards at all times

- Deal with all pupils, fairly and consistently
- Communicate with all parents and visitors with professional courtesy
- Be aware of and conform to all safeguarding routines in the school
- Uphold the professional integrity of the school and teaching profession at all times

How will we communicate with you?

Dojo - for general information, updates and reminders as well as sharing photographs, we will add updates to School Story or your child's Class story. These can be translated into the language of your choice. We may also send you a private message if the information relates only to your child.

Text – please ensure that we always have an up to date telephone number for the main carer/s. This way you will get all text messages, which are often sent to update about changes, if your child is absent, if a club has been cancelled, if school has had to close, etc. We know that most people check their text messages more regularly than emails.

Email – we may email you, especially if there is a document to attach or if we need to send a longer message.

Letter – although we try to be as paperless as possible, sometimes we send letters because we need you to return a slip or because we feel it will be the most effective way to send the particular piece of information. We will also add letters to the school website, so if your child loses theirs or you need another copy, then you can easily find a duplicate.

Telephone – if we need a discussion about something, then we will often telephone rather than email or text, but we also telephone if we need to contact you urgently, for example if your child is ill.

Face to face – staff are always around at the beginning and the end of the day. They may approach you if they need to pass on information or ask a quick question. If they need a longer face to face meeting, they may ask you to come into school at a time that is convenient. Always let staff know if you need translation for a meeting.

How can you communicate with us?**Dojo Communication**

Dojo is a quick, effective way of communicating necessary information and is the school's preferred method of communication. Parents and Carers can message their child's class teacher or another member of staff directly through class dojo. This is a good method of passing on information quickly or asking a quick question. If you have greater depth of information to communicate, it would be more appropriate to email. Staff will generally respond quickly between the hours of 8am and 5pm but it may be the next day depending on commitments.

Telephone calls

Effective telephone communication can sometimes be a problem in a school, where teachers may be teaching full-time and running clubs or working with pupils at lunchtime or after school. Parents and carers may be frustrated if they feel that a message elicits no immediate reply, when in fact there has been no available opportunity for the member of staff to reach a telephone to return a call.

In a non-emergency a return call will be aimed to be made within 2 working days, with any follow up action from the request /query/problem being dealt with within 10 working days.

Our staff come to work to educate and support our pupils and we believe it is important for everyone involved with school life to communicate in a respectful and productive manner, whether in person, on the phone, or online. In this way, staff, pupils, parents, carers and members of the public always behave respectfully to each other, which helps to promote the most constructive working and learning environment.

Emailing the school

Emails received will be acknowledged within 2 working days and responded to within 10 working days.

Parents and carers could contact the school via email for a general enquiry as an alternative to telephone or letter. All staff emails are on the school website.

Communicating with each other

Peel Park Primary School asks staff, parents, carers and visitors to:

- a) Positively support the ethos of the school by setting a good example in their speech and behaviour (including online) towards all pupils and adults.
- b) Work constructively with each other to resolve any issues of concern, including clarifying specific events in order to bring about a positive resolution.
- c) Always communicate (by dojo, telephone, email, or in meetings) in a constructive and respectful manner.
- d) Refrain from communicating in a manner which could be perceived as threatening or unreasonable.

- e) Work alongside each other to support pupil behaviour where necessary, understanding and accepting that a behaviour policy is fundamental and necessary to a safe and purposeful learning environment.
- f) Make reasonable requests for meeting times, and not expect to meet without a prior appointment.
- g) Make every effort to positively promote the school to the wider community and not publicly undermine the school or the implementation of school policies or publicly manifest complaints or criticisms online, on social media platforms (e.g. WhatsApp / Facebook) or in public forums.

Whilst we welcome feedback and regularly consult with a range of stakeholders in making key decisions, ultimately the school has to make decisions in good faith, which we deem to be in the best interests of our pupils. Whilst it is never our intention to disappoint, it is not always possible to secure agreement or consensus (and schools are not duty bound to do so). Decisions around behaviour expectations, uniform, teaching and learning strategies or strategic direction are at the discretion of the Headteacher and the Governing Body and do not require consensus or parental approval.

Expectations of contact from Parents/Carers and other stakeholders

Please note the following:

- If parents / carers are rude, abusive or speak in an inappropriate tone over the telephone, our staff will politely end the call.
- If any email is rude or inappropriate in tone we reserve the right not to reply, or we may choose to take the action outlined within this policy.
- If parents / carers are rude, abusive or speak in an inappropriate tone during a face-to-face meeting or a virtual meeting, our staff will terminate the meeting immediately.
- In either case, the school will forward a copy of this policy to reiterate our expectations and rights with regard to appropriate communication.
- In circumstances where school has listened to the request of a stakeholder (i.e. parent or pupil), considered the request and shared the outcome of this with the stakeholder, should the stakeholder continue to repeat or labour the same request, school reserves the right to cease communication or to limit the reply with a repeat of key messages already shared.
- When the school judges email correspondence to be excessive, the school reserves the right to cease communication or only offer a reply with a repeat of key messages already shared.
 - In such circumstances, a face-to-face or virtual meeting will be offered to attempt to deal with any issues or concerns.
- Following reasonable attempts by the school to arrange a meeting at a mutually convenient time, or if a meeting is refused, then communication on this issue will cease.
- This policy does not impact on the right of parents and carers to make formal complaints via the school's complaints policy which can be found on the school website.
- Once the school has received notice of a formal complaint, the issues around the complaint can no longer be discussed outside of the Complaints Procedure unless it is in a way to find an informal or early resolution that the school is in agreement with.

If any parent / carer behaves in a manner that this policy outlines as unacceptable (such as abusive, aggressive, inappropriate or excessive contact, etc) the school may choose to take appropriate action.

This may include forwarding a copy of this policy to appropriate individuals or issuing a temporary or sometimes permanent ban from the school site.