



## **Parent and School Communication Policy**

**Aims:** To ensure clear, effective, timely and positive communications are established between parents and the school which enable information to be shared and issues to be addressed in the best possible way. To strengthen and build up the community through the most positive communications.

**Rationale:** There are so many forms of communication available that information can get lost, missed or be misconstrued. It can be difficult to identify what is really important, helpful and necessary as there can be communication overload. The use of social media can also lead to communication which is unhelpful as messages are sent which perhaps would not have been sent had it entailed a personal conversation or a written letter, which entail more thought and time. The use of social media can also create unrealistic expectations of response which may be unmanageable for teachers or school staff to deal with.

The school's core purpose is the education of its pupils and hence teachers must focus on the business of delivering the best possible lessons and having proper time to do this. We value parents' contributions and want to strengthen relationships with parents. The school seeks to provide a wide range of opportunities to involve parents in the life of the school – such as attending class assemblies and coffee mornings, helping in class, helping on trips, being invited to a wide range of special events etc.

To ensure we can meet our aims above a clear set of protocols have been agreed by the Governing Body for communication.

- Please communicate in person by speaking to the class teacher or whoever your message relates to directly. A short, friendly, empathic conversation is often the best way to communicate information and enables any queries or questions to be clarified without resorting to lengthy email exchanges. Face to face communication serves to strengthen relationships and develop empathy for each other. The best time to speak to a teacher is at the end of the school day, rather than in the morning when they need to focus on welcoming all the children and starting their teaching.
- If you are unable to speak directly to the member of staff, then please email the school office only ([Office@coldfall.haringey.sch.uk](mailto:Office@coldfall.haringey.sch.uk)), who will direct any emails onto the appropriate person. Staff may not be able to respond quickly, as teachers' priorities are to teach their classes and not check emails. Please note it may therefore be several days before you receive a response. If it is important and really requires a speedy response than please telephone us (020 8883 0608).
- If you have a more important or pressing issue you want to discuss with us then letters are a good way of communicating as they require some careful and proper reflection and can be delivered at an appropriate time, rather than sending an email late at night. A letter shows that the communication process and content is valued.

- Parents may telephone the office to arrange an appointment time to meet with a member of staff if an issue is deemed to be important. Please be realistic about teachers' availability given their wide ranging commitments to the teaching of the children.
- School staff will endeavour to respond to communications within 3 school days, however the emphasis is on teachers having time to teach, prepare lessons, mark books, create exciting learning environments, attend training and staff meetings, so please keep this in mind.
- All forms of communication must be respectful. Aggressive negative communications/emails are counter productive and can impact on a teacher's well being and confidence and therefore on their ability to teach the children as well as possible and focus on their needs.
- Social media networks should not be used to discuss school issues especially if they pertain to a member of staff or a pupil. It can be extremely distressing and damaging to an individual and serves to undermine and distract them from their core role. It also generates gossip and leads to exaggeration and false information being shared. The school will challenge any misuse of social media. Again if you have an issue please come and talk to us – we are only too happy to try and resolve any concerns.
- Please adhere to the school's Home School Agreement – on the website ([coldfall.haringey.sch.uk](http://coldfall.haringey.sch.uk)) under the policies tab.
- Please apply the "THINK communication strategy" which we teach the children and expect staff to adhere to:

**T – is it true?**

**H – is it helpful?**

**I – is it important?**

**N- is it necessary?**

**K- is it kind?**

**March 2024**