



Communication with Our Parents and Carers: A Protocol

Contact with parents and carers is always welcomed and is a key priority for all who work at Teversham C E Primary School. Effective communication fosters mutual understanding and support which has a positive effect on the well-being of our pupils. In order to achieve the most effective balance for pupils, parents/ carers and teachers, we follow these principles:

- We welcome contact from parents and carers
- We respond as quickly and fully as possible to parents and carers, using the most appropriate form of communication for each context within agreed time scales
- We involve parents in our work with children
- We share information as often and as fully as possible with parents and carers

Parents and carers can expect to receive the following written/electronic communications:

- A regularly updated school website
- Updates on the school's Twitter and Facebook pages when appropriate
- A monthly newsletter
- Short weekly notes giving reminders of key events
- Additional information letters as required to groups or individuals
- Pupil praise postcards from the teachers when deserved
- A homework book with space in it for notes between home and school (Year 6 only)
- Summary of Progress Reports termly, shared at parents' evenings
- Written reports in the summer term
- Regular articles in local newspapers about pupil activities and achievements
- Home School Partnership Booklet updated yearly and sent home each September

In case of the need for emergency communication, parents/ carers can expect the following:

- A phone call if the incident involves your child in particular
- In case of an emergency school closure during the day, a phone call to identified contact numbers and a website message
- In case of an emergency school closure before the start of the school day, messages will go out on local radio (Radio Cambridgeshire and Heart Radio), on the school website (www.tevershamprimaryschool.co.uk) and LA website (www.cambridgeshire.gov.uk)
- An unexpected change of arrangements in clubs, fixtures or trips will result in parents or carers being notified by phone if the change takes place on the day of the club, fixture or trip. In all other cases, messages will be sent to parents via e-mail or a written note home

We can reasonably expect parents and carers to:

- Sign the Home/School Agreement
- Read and respond to letters sent home
- Write messages in the homework books to teachers (Year 6 only)
- Phone or e-mail the school to arrange an appointment to meet a member of staff
- Keep us informed of changes in contact information and personal circumstances which affect the child



- Send all e-mails (including those for the attention of the Headteacher) to the office e-mail address (office@teversham.cambs.sch.uk)
- Meet with us when issues or concerns cannot be resolved through other forms of communication

We can reasonably expect staff to:

- Reply to informal letters, e-mails and phone messages within two working days. There is no expectation that a member of staff should reply to any message received during a weekend or holiday until the working week begins
- Reply using a holding message if more than two days is required to investigate the matter raised
- Acknowledge receipt of formal letters or e-mails within two working school days and send an initial response within ten working school days
- Reply to parent notes written in the pupil planners when the planners are next checked. (We would ask that pupils advise their teacher if there is an urgent message in their planner)
- Use an appropriately formal tone in letters sent to parents
- Not send out a letter unless it has been checked by the Headteacher
- Not reply to any letter or e-mail received that is rude or aggressive in tone or content, but pass the letter to the Headteacher to reply on their behalf

We expect everyone in the school community to:

- Be calm, friendly and polite in all communications
- Have respect for each other
- When meeting, allow enough time to ensure that everyone feels listened to
- Make every effort to build and retain a positive home/school relationship in the interests of the child