



## PARENT/TEACHER COMMUNICATION POLICY

### Introduction & Aims

The purpose of this statement is to provide information and guidelines regarding communication between parents and teachers of The Wallace High School. We acknowledge the home as central to the development of each young person and it is our intention that the school and the parent(s)/guardian(s) of the young person strive to be mutually supportive of each other so that the young person can maximise their potential.

### Responsibilities of the School

The following list, which is not exhaustive, indicates the main structures in place, initiated by the school, to facilitate communication between the school and parents:

- 'Schoolbag' post – written communication for parents passed via their child which they may or may not be required to return.
- School homework diary and/or Target Diary.
- email communication from the school – normally concerning matters pertaining to the Year Group or whole school, the purpose of which is to relay important but non-urgent information. Notification of school detentions is normally done via email.
- Telephone calls – used by staff where a private conversation is deemed necessary.
- Letters by post – used if email is not possible or where deemed necessary by the school.
- Parental interview – likely to be requested by a member of the Form Staff (Head of Year or Assistant Head of Year), a Head of Department, a Senior Member of Staff (e.g. Designated Teacher for Child Protection, SENCO, Vice Principal or Principal).
- The school calendar.
- Parent/teacher interviews (annually 1 per year group) – recorded on the school calendar and parents will be notified in advance by email by the Head of Year.
- Parents' Information meetings for Year 8 and Year 13 in September.
- Year 10 and Year 12 Subject Choice - online.
- Year 8 Induction afternoon in June prior to September admission.
- Principal's newsletters to parents.
- Head of Year termly updates to parents and pupils of their respective year groups.

The school uses the school website and social media to communicate important but

non-urgent matters to the general public and parents are encouraged to use these regularly to keep updated on school events and successes.

### **Responsibilities of Pupils**

We expect our pupils to:

- relay information to parents on a regular basis about school activities and events that affect them.
- pass on any written communication from the school to their parent(s) and return the same, duly completed, where required.

### **Responsibilities of Parents**

We expect our parents to:

- develop close links with the school and attend specific pastoral and academic parents' meetings relevant to the age of their child/children.
- collaborate with the school in developing the full potential of their children
- familiarise themselves with school policy and procedure (all policies are on the school website and a hard copy available on request).
- support the Staff, Governors and Trustees in their implementation of policy and procedure.
- become actively involved in the Parent Teacher Association, attend school functions and help build a sense of community.
- participate in policy review and changes (all consultations take place through the website and response forms are available online or as hard copies on request).

### **Parent/Teacher contact initiated by parents**

Communication between parents and teachers is to be encouraged.

The school does not believe that email\* should be used as a means of communication between parents and staff to discuss ongoing or difficult pastoral or academic matters pertaining to their child; in such instances parents are asked to contact the school by telephone to arrange a meeting or arrange a telephone conversation.

Arranging parent/teacher meetings at short notice while the school day is operating can be difficult due to teachers' teaching responsibilities. However, parents are welcome to contact the school office to raise a concern or query. The office staff will direct the enquiry to the appropriate member of staff.

A parent may wish to request a meeting with a Head of Department or member of the pastoral team or a senior member of staff. To do so they should contact the office staff who will liaise with the member of staff. Meetings should not be arranged through the use of the email system. Every attempt will be made to arrange a telephone conversation or a meeting within 3 working days.

As general guidance the following is the agreed system of communication for parents and is understood by the office staff:

- Curriculum enquiry in one subject: ask to speak to or see the Head of Department.
- Pastoral enquiry or curriculum enquiry in two or more subjects: ask to speak to or see the Head of Year or Assistant Head of Year.
- Enquiry relating to Special Educational Needs: ask to speak to a Learning Support Coordinator (LSC)

If a matter remains unresolved following contact, then the School's Complaints Policy should be followed in respect of the next line of communication.

Office and Teaching staff have the right to be treated with dignity and respect in their place of work; parents and guardians are asked to be measured and respectful in all their communications with the employees of The Wallace High School.

- \* Parents are asked not to email a member of staff directly without prior agreement with that member of staff.