

Emergency Procedure for Parental Communication outside the Complaints Policy

Rationale:

On some occasions it may be necessary to respond to a parent's concern outside the time frame provided in the Complaints Policy. Some examples of when this procedure may be followed:

- If an accident/incident has taken place at breaktime or at lunchtime
- If an incident takes place in the classroom and parents require further information or parents are concerned with regards to the incident

We will refer to this as an Emergency Procedure for Parental Communication.

Communication can take a variety of forms: verbal (through meetings or by telephone); written (through letters); via email. Our aim is to utilise all means of communication effectively.

Aims:

The school aims to have:

- Positive two-way communication to build your child's self-esteem.
- To establish open and friendly relationships with parents, it is appropriate that relationships are professional and parents are addressed in a formal manner.

Communication at Essex:

- At the beginning of each academic year group Expectation meetings ('Meet the teacher') are organised. During this meeting the parent / teacher communication procedure is explained. The first port of call for parents is to speak to the class teacher at the end of the day when collecting their child.
- Essex Primary organises Parents' evenings (Parent consultation meetings) each term. All parents are invited to attend parent consultation or evening each term to review the academic, personal and social progress of their child.

Procedures for teacher / parent communication

- The school encourages parents to share any issues about their child at the earliest opportunity. The relevant member of staff will arrange to see parents as soon as possible.
- Communication from parents should be polite and civil at all times. Rudeness, inappropriate language, verbal abuse or threatening behaviour will result in the communication being ended immediately. Should the Headteacher deem it necessary for safeguarding and security reasons, action will be taken and restrictions may be put in place for future communication.
- Email - Parents may wish to contact the school via email as an alternative to telephone or letter. Admin staff will forward any communication to the appropriate staff member for whom the message relates. All email communication will be treated in the same way as a letter. The relevant staff will respond to the parent (via a meeting or a call) within 24 hours of receiving the concern.

- The staff member will then investigate the parent's concern and respond to the parent either verbally through a telephone call or a face to face meeting with updated information from the investigation. This should take place on the next working day after the staff member has spoken to the parent about their concern.
- Telephone calls - All telephone enquiries will pass through the main school office, who will direct the call to the relevant member of staff. In the likely event that the member of staff is not available to answer the call a message should be left and a return call will be placed at the earliest appropriate time.
- Meetings - At times, at the request of the school or parent, a meeting may take place if either party feel that this would be the most appropriate communication method. Meetings are conducted to discuss formally points or concerns pertaining to a student's welfare or well-being. All meetings must be agreed in advance.

Procedures for staff communication

1. Any incident which takes place outside of the classroom, staff (Support staff, Middays , Learning Mentors, Office staff etc.) are responsible for informing the class teacher before the end of the day so that this information can be shared with parents on the same day.
2. If an incident takes place in school hours inside or outside of the classroom, the class teacher must inform parents at the end of the day. If a pupil has hurt themselves and first aid is provided the first aid letter (slip) must be given to the parent on the same day.
3. If the pupil is not collected by the parent a phone call must be made to the parent informing them of the incident.
4. If a parent makes a complaint or would like information on an incident which the class teacher is not aware of, the class teacher must respond to the parent within 24 hours of receiving the concern.
5. The class teacher must investigate the incident, take pupil account and have information on action taken or outcome and respond to the parent either verbally through a telephone call or a face to face meeting with updated information from the investigation. This should take place on the next working day after the staff member has spoken to the parent about their concern.
6. Organise time/ meeting with parents to update them with the information found.
7. If the parent is not satisfied with the response, the class teacher will seek advice from the year group leader or phase leader accordingly.