



Abbot Alphege Academy

Communication Protocol

Introduction: The purpose of this document is to set out expectations for how school and home can successfully communicate, to ensure the best partnership of support for each child's learning. On-going research continues to demonstrate the vitally important role parents/carers play in the education of their child.

Why partnership and good communication is important to us all:

At Abbot Alphege, we believe:

- that every child is entitled to the best learning opportunity and we are committed to working in partnership with parents/carers to deliver this;
- that the child is the most important consideration of any conversation;
- that a three way process of communication between the child, home and school is essential for all children thrive and flourish;
- that all communication should be open, accessible, timely, respectful and appropriate;
- that communication is about more than information exchange: it is about the development of positive relationships;
- that communication involves active listening;
- when parents/carers understand what a school is aiming to achieve and work with the school to achieve this, they are able to help their own children more.

Methods of Communication

We continually seek to refine how we liaise with parents/carers in order to meet our aim of providing you with all the information needed to be active partners in your child's learning journey. We recognise that everyone has their own preferred method and availability and aim to accommodate this wherever possible, but hope that what we have set out in this document will put you in contact with the person best placed to help you as soon as possible.

We are committed to being a 'listening' school and always welcome parents/carers who want to meet with our staff. However, we ask that an appointment is made if you have a particular issue you wish to discuss as this will ensure the member of staff you wish to see is focused on you.

Appointments can be made in a number of ways:

- telephoning the office to leave a message;
- emailing the school office, or
- contacting your child's class teacher via Class Dojo.

Generally speaking, we would always recommend that you discuss concerns with your child's class teacher in the first instance, as this will be the person who will know you and your child best. If this doesn't provide you with the information you need or you feel the issue hasn't been resolved, then we would ask you to contact the school office who will advise you on the best person to speak with.

Our Communication Process.

Staff Availability: Staff will endeavour to meet with parents as soon their timetable allows. Please bear in mind that teaching commitments have to be met and that there are other circumstances that lead to staff not being available at school. There are times that staff may be absent for training or liaison with other schools or agencies. Members of the Senior Leadership Team are also required to attend meetings with External Agencies, such as the Local Authority, often away from school and they also have meeting commitments with other local schools. If it is urgent for you to meet with someone, we will endeavour to organise this, and in the head teacher's absence, there will always be a member of staff who is delegated to act.

Please note that staff are not expected to respond to any communication with parents or colleagues outside of their working hours.

Regular Meetings and Correspondence : Throughout the course of the school year, we will provide information relating to your child's learning, achievement, activities as well as offering you opportunities to come into school for formal and informal meetings.

Other Communication Options : We try very hard to provide all the information needed to help you to be an active partner in your child's learning journey. We know that open and effective communication between home and school helps children to learn, thrive and achieve their potential. We are always happy to listen to suggestions from parents and carers, and will consider these within our future planning using our professional judgement.

All the information published by the school can be found on the website. This includes information about our curriculum and the work we do at school, policies procedures and a wealth of information about our school.

The school office will ask you about adding your email address and mobile number to our communication data base (an information collection sheet is issued at the start of each year for you to check – if you do not think you are receiving correspondence, please tell us– you receiving information is vitally important). From time to time letters need to be sent out directly to parents and require a paper response. These will be given out in class and the children asked to put them in their bags. Please check your child's bag daily.

Communication Protocols

We are clear about the value of support parents/carers give to their children. Staff are expected to engage positively with all members of our community and work to foster the positive relationships that will help children to learn, thrive and flourish so that they can achieve their potential. We want parents/carers to feel they are active partners in their child's learning at school. The School is committed to the concept of partnership in supporting your child. To this end, we have set out here the commitment we make to sharing information with you and how we can be contacted for any matter that you wish to talk through with us. As you would expect, if you feel any of our staff have not met the commitments set out in this policy, we ask that you bring this to the attention of the senior leaders or immediately. The Trust's Complaints Process and Policy is available on our website.

We greatly value the professionalism of all our staff and expect them to be treated with respect appropriate to their position within the school community by all. We would like to take this opportunity to re-affirm our belief that communication is a two-way process that involves active listening by all parties.

We will not tolerate violence, aggressive, threatening behaviour and/or abuse (verbal, physical or emotional) against any member of the school community, including staff, and we reserve the right to remove right of access to the school from any member of the community who does not behave in an appropriate manner. Any such incidents would be dealt with formally, through the correct official channels. All members of the school community have a right to expect that the school is a safe place in which to work and learn.

Appendix 1 – Communication Process

We have set out below the staff who we believe will be best placed to respond to various types of enquiry:

Type of Query	Member of Staff to contact
Any issue relating specifically to your child (eg learning, behaviour, equipment, timetable). If you feel that any issue, as described above, has not been resolved or you need more advice.	Your child's Class Teacher Mrs Deverell on the school email address or by phoning the school office to find out the best person to deal with your concern.
Safeguarding/ Child Protection	School Office email address (marked for the attention of the Designated Safeguarding Lead) or by phone
Curriculum/ Whole School Pupil enquiries	School Office email address or by phone
Finance, Health and Safety or payments	School Office email address or by phone
Administration, to include letters and school meals	School Office email address or by phone
After School Clubs	School Office email address or by phone
Admissions	School Office email address or by phone
We always try to resolve any concerns at the earliest opportunity. If you do not feel satisfied with a response that you have been provided with please see our Complaints Policy or contact :	Headteacher via School Office email address or by phone

School Office email address: office@abbot-alphege.org.uk

School telephone number: 01225 580281