

St John's Primary Hamilton Communication Policy

In order to manage all communications effectively, we follow the procedures set out within this Communication Policy. Please see the policy to find out how to contact the school with any queries and an expected timescale of response.

It is very important to us that we work closely in partnership with parents and carers, and communication between home and school is key. We recognise however that it can often be difficult communicating with teachers because they have a full timetable; and we recognise that parents and carers also have very busy lives.

Teachers want to respond to parental queries at the earliest opportunity and will do their best to do so. However, most of teachers' time is taken up teaching and preparing lessons. Teachers' responsibilities extend beyond the classroom, and they may be unable to respond to you on the day a query is made. We have also agreed with staff that there is no expectation to respond to queries during their personal time.

Please use the main office number, **01698 283 401**, to leave a message for a member of our Leadership Team to contact you. Our office hours are 8.30am-4.00pm.

Office staff will relay messages as soon as possible.

If a call is urgent, please inform our office staff who will attempt to find a senior member of staff to speak to you.

Often our Leadership Team have a teaching commitment as well as managing and leading our school and therefore may not be able to meet with you on the day you raise your concern.

Please do not use staff email addresses if you need to contact us, please use

office@st-johns-hamilton-pri.s-lanark.sch.uk

We aim to respond to you as soon as possible and within three working days. Part-time staff may take longer to reply.

Google classroom is a platform to share homework across the week.

Parents should note that they should not use this platform to message teachers directly regarding anything outside of homework.

Teachers are not in a position to check google classroom messages throughout the day and messages about collection or changes to school routines must be shared with our school office.

Meetings should always be pre-arranged through our school office with members of staff.

If you urgently need to see someone, for instance if there is a serious family emergency or a child protection issue, please phone ahead and our office staff will do their best to find a senior member of staff to see you.

For non-urgent meetings we will aim to meet with you as soon as can be managed. The school will determine the level of urgency at its discretion, to enable it to manage multiple demands.

We use Google Classroom to promote student achievements, subject information and homework. You can find updates, policies and general information on our school website. We also use Parentportal for letters, newsletters, permission slips and updates regarding daily school events. In emergency situations, eg unexpected school closure, messages are sent out on Parentportal.

Report cards are shared via Parentportal as well.

All communications between staff and parents/ carers must be respectful.

Staff must adhere to South Lanarkshire's Code of Conduct and are unable to share details relating to other children/ situations.

We also have a specific ASN policy for Home/ School Communication which details more specific information for parents with children in ASN classes.

Parent Evening appointments are fairly brief. If you feel that you require information in more detail, please arrange an appointment to meet with a member of our Senior Leadership Team at an alternative time.

We respectfully ask parents not to approach teachers with concerns at the school gate as they are welcoming or ensuring safety of children entering and leaving our school.

If you have information to share, please do this via our school office.

Parents are not permitted to enter our school playground or to approach another child anywhere within school grounds.

We ask that Parents/ Carers do not post comments on social media platforms regarding our school and that Parents/ Carers should not contact any staff member through personal contact details.

We are keen to work in partnership with Parents/ Carers and ask that if there is a concern to please speak with us in order to allow us to work together to resolve it.

We welcome parents as volunteers in our school. If you would like to help, please contact our school office so that we can arrange a PVG check to be completed.

