

VICTORIA DOCK PRIMARY SCHOOL

Communication Policy



Working together for your children

Created: Summer 2019

To Be Reviewed: Summer 2021

As a school we are committed to working in partnership with parents to ensure a high quality of education and provision for our pupils whilst ensuring that the communication with the school is effective but at a reasonable and proportionate level.

Day to Day Communication

Every morning there will be at least 1 member of staff on the door to greet your child. Any messages may be passed to this member of staff who will communicate these to the class teacher as soon as possible. Alternatively, you may visit the school reception. Unfortunately, teachers are not available at the doors in the morning as they are in their classrooms waiting to greet the children.

Teachers will be available at hometime as they see your child/children out of school. Please feel free to speak to them about any queries or concerns you may have although we ask that parents are mindful that this is a busy area and opportunities for confidentiality or lengthy conversations are very limited. Teachers are available for private appointments if you require confidentiality or a more detailed discussion – please contact the school office to arrange this.

Home School books

On rare occasions home school books are to be used by some children who require additional support/communication for varying reasons. This may be for SEND pupils, pupils who are experiencing an unsettled homelife, personal issues etc.

You should use the Home School books to:

- Communicate an incident at home which may affect your child's mood/behaviour in school
- Share good news/events
- Notify the school of a change of pick up/drop off
- Notify the school about any appointments

School will use these to:

- Let you know your child's mood during the day
- What/how they have eaten
- What they have learnt
- What they have enjoyed
- What they found difficult

Staff will not use the Home School books for lengthy correspondence as these conversations should be had in person with the class teacher.

E-Mails

As a school our preferred method of communication is either in person or via the telephone as this allows for a productive and personal discussion. However I appreciate that there may be very rare occasions where you need to e mail information to the school (e.g. serious safeguarding concerns etc.) Please ensure that all e-mail communication is sent to the school admin e-mail and not directly to staff e-mail addresses – these e-mails will then be forwarded to the relevant staff member in working hours. If we feel the issues raised via e mail would be better discussed in person we will ask you to make an appointment via the admin team so that we can help to answer your queries.

admin@victoriadock.hull.sch.uk

Staff will not answer multiple and/or lengthy emails as this is extremely time consuming and staff are directed to use their time for teaching and learning. If this occurs you will be asked to make a personal appointment which will ensure the problem/issue/concern can be dealt with face to face.

Parent's-Parents' Evening

Parent's will be invited into school at three points during the school year to have a formal discussion regarding progress and provision. These will be in the Autumn, Spring and Summer terms. The Autumn and Spring Parent's-Parents' Evenings will be through appointments and the Summer Term is a drop in format. These dates will be communicated to you before the event.

Reports

Parents will be provided with a written report at 3 points throughout the year. These will usually coincide with Parent's-Parents' Evenings. These will provide information regarding progress, behaviours, attitudes, outcomes as well as subject specific comments.

Key contact information

Head Teacher - Mrs Saunders

Deputy Head/Safeguarding Lead – Mrs Juggins

SENCO – Mrs Taylor

School e mail address: admin@victoriadock.hull.sch.uk

School Office Telephone Number: 01482 598200