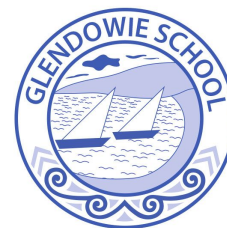


## Glendowie School Procedure Communicating with Parents



It is important that parent concerns/queries are dealt with promptly. Some issues may require a lengthy solution, but the first response should be prompt. Sometimes you may need to say . .

*“Thank you for your query/concern, let me find out further information and I will be in contact soon”.*

### Email

- School expectation that parents and teachers do not get into regular email dialogue because of the impact to teacher's time. (Use face-to-face meetings or the phone).
- Teachers can choose to give out their email to parents during Meet the Teacher evening but the school recommends on a needs-only basis eg when issues arise, begin emailing.
- Teachers cannot email parents during teaching hours, but can before & after school and during intervals.
- The school will inform parents via newsletter that emails cannot always be viewed by teachers during the school working day and a response can be delayed. Therefore, urgent concerns should come through the office, AP or DP.
- School recommends that teachers respond to emails via phone, as talking issues through makes the school appear more approachable and allows opportunity to get better clarity than email messages. The exception is housekeeping emails eg homework query, lost shoes etc which are usually quick factual messages.
- ALL communication regarding behaviour or learning issues must go through the syndicate leader before responding by email or phone.
- Syndicate Leader will keep a record of all concerns – (creating a paper trail) in case this information is required for future issues. Likewise, the AP and DP keeps a record of all concerns or issues.

### Parent Meetings

- The school has an open-door policy which means parents are welcome to organise a time to talk to the teacher as frequently as they wish. We encourage parents to organise these appointments through the office as teachers are expected to attend staff and syndicate meetings and it is sometimes difficult to answer emails promptly.
- When possible, It is recommended teacher/office ask the purpose of the meeting so that data can be gathered prior to the meeting.
- Syndicate leaders should be informed prior in case they have information that can contribute to the meeting regarding past issues or on-going concerns.

### Texting / online sites

- The school does not recommend teachers text parents (or students) unless in an emergency eg school trip.
- The school does not recommend teachers communicate academic /behavioural issues with parents (or students) through personal online social media sites??

### Class Notices and Year Group notices

- A copy of all notices that have been sent home for parent information, should be in the black folder in the office. This does NOT include homework sheets.
- The syndicate leader and/or Principal should sight all notices going home. **Reviewed 2017**