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1. Introduction and Aims

The Swayne Park School (PS) and Glebe Primary School (“the Schools”) believe that clear, open communication between the Schools and parents/carers has a positive impact on pupils and students’ learning, as it:

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- Provides parents/carers with the information that they need to support their child’s

2.5 Parents

Parents are responsible for:

- Ensuring that all communication with the Schools is respectful;
- Making every reasonable effort to address communications to the appropriate member of staff, in the first instance;
- Responding to communications from the Schools, for example, requests for meetings, in a timely manner;
- Reading all communications from the Schools in a timely manner;
- Contacting the School for clarification if they are unclear about any communication they have received.

Parents should not expect staff to respond to their communication outside of core school operating hours (8:00am to 4

There may be occasions when, due to unforeseen circumstances, events have to be cancelled, postponed and/or rearranged.

3.4 Phone Calls

Staff may contact parents by telephone to discuss a range of matters. Staff use the primary contact provided by the parent on enrolment to the relevant school in the first instance, but may then use alternative contacts, as advised on the pupil's permission form.

3.5 Letters

The School regularly sends the following correspondence via email:

- Letters about educational visits and trips;
- Requests for consent forms to be completed;
- A link to the SPS weekly newsletter Swayne Park Times
- A link to the Glebe Primary ("Glebe") newsletter The Glebe Gazette

3.6 Homework

At SPS homework is logged and communicated to pupils, students and parents via the 'SatchelOne' platform.

3.7 Reports

Parents receive reports from SPS about their child's learning, in 0.457 0 -40.478 -1rm.

pm, Monday to Friday) or during their working hours (if they work part-time). Staff are not expected to reply to emails during the school holidays.

Reminders for Staff

- All language and content should follow professional etiquette and standards (see Appendix 3) at all times;
- If a member of staff is unsure about the tone/content/spelling/grammar of any communication, be it to an internal or an external audience, they should ask their Line Manager for support and guidance before sending;
- Staff must follow all safeguarding and professional standards at all times in the language and content of their communication;
- If a member of staff is concerned about any aspect of correspondence with any student, the Designated Safeguarding Lead (DSL) (or deputies) should be contacted immediately;
- If a pupil/student fails to follow the agreed protocols, staff MUST stop all correspondence and report the incident to the DSL (or deputies).

Pupil/Student Email

- SPS pupils/students must use their SPS email address (e.g. s12345@spc.ac.uk) for all communication.

It is important that the security of the official school headed paper is maintained. Therefore, with access to this stationery must ensure that security is not compromised.

4.3.1 Expectations of Conduct During Meetings

The School expects all meetings to be conducted in cordial terms, even if a parent is unhappy with school. The School listens to parental concerns and attempts to resolve them. Parents are expected to use a cordial and low tone, and not to raise their voice when talking to staff. Recordings of the meetings are not permitted as the School does not consent to any recording of any meeting with parents. If a parent records a meeting covertly, the Trust Board and the relevant Local Governing Body will not allow a parent to use any such recordings as evidence in a complaint that may be raised subsequently.

In accordance with the Regulation of Investigatory Powers Act 2000 (RIPA), it is not a criminal offence for a private citizen to make a recording in secret provided it is for personal use only. However, if the recording is then shared without the consent of the participants, sold to a third party, or released in the public domain without the consent of the participants, this might then become a criminal offence.

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- Complaints Policy and Procedure;
- SP Home-School Agreement;
- Mental Health and Wellbeing Policy.

Appendix 1: Swayne Park School Contact List

Who should I contact?

For questions about any of the topics in the table below, or to speak to a member of staff:

- Email the most appropriate address;
- Include the child's full name in the subject line.

SPS aims to respond to all emails within three School days.

There are two main communication routes into School that a parent may pursue, should they need to.

Pastoral matters relating to the welfare and wellbeing of a child

The different stages of contact, in order, are:

1. The child's Form Tutor;
2. The child's Head of Year/Assistant Head of Year;
3. The child's SLT Link

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Please contact the relevant member of the team listed for queries relating to:

The Child's Learning/Class Activities/Lessons/Homework	Pupil's/student's class teacher
The Child's Wellbeing/Pastoral Support	Pupil's/student's Head of Year/Assistant Head of Year
Trip Payments	Email: atwomey@sweynepark.com
School Pay related queries	Email Pupil Services at: pupilservices@sweynepark.com
Educational Visits/Trips	The Educational Visit/Trip Leader (as stated on the visit/trip letter)
Uniform/Lost Property	Contact Pupil Services
Attendance and Absence	To report a child's absence, contact the dedicated absence line on 01268 780293 or send an email to pupilabsence@sweynepark.com
To request approval for term time absence	Email the Headteacher at admin@sweynepark.com
Bullying and Behaviour	Head of Year and Assistant Head of Year
School Events/the School Calendar	Email admin@sweynepark.com
Special Educational Needs and Disabilities (SEND)	SENDCo: admin@sweynepark.com
Health & Safety	atwomey@sweynepark.com
Hiring the School Premises	lettings@sweynepark.com
Chair of Local Governing Body	Mrs Lynda Walker c/o admin@sweynepark.com
Safeguarding Issues	In an emergency, ring the School and ask to speak with the Designated Safeguarding Lead email admin@sweynepark.com
The School Office	Tel: 01268 784721
ICT issues/Technical Support	support@sweynepark.com

Appendix 2: Glebe School Contact List Who should I contact?

For questions about any of the topics listed in the table below, or to speak to a member of staff please use Class Dojo in the first instance.

Glebe aims to respond to all communications within three school days.

There are two main communication routes into School that a parent may pursue, should they need to.

Pastoral matters relating to the welfare and wellbeing of a child

The different stages of contact, in order, are:

1. The class Teacher
2. The Learning Mentor
3. The Phase Leader
4. The Assistant Headteacher
5. The Deputy Headteacher
6. The Headteacher.

Matters relating to the learning and progress of a child.

The different stages of contact, in order, are:

1. The child's class teacher;
2. The Subject Leader
3. The Phase leader
4. The Assistant Headteacher
5. The Deputy Headteacher
6. The Headteacher.

Following these stages of communication helps to ensure that the issue or concern is heard, dealt with

Please contact the relevant member of the team listed for queries relating to:

The Child's Learning/Class Activities/Lessons/Homework Pupil's class teacher

The Child's Wellbeing/Pastoral Support Pupil's/student's class teacher

Appendix3: Email Etiquette

TheSchoolscommunity should carefully consider the email etiquette below before sending emails.

- Use a meaningful and professional subject line.
- Ensure that an email starts with a salutation even if it is informal, i.e. "Hi". This is far more professional and courteous than an email without any salutation.
- Always sign off appropriate to the recipients.
- Always add a full SPS signature to all external emails.
- If writing about something that relates to previous correspondence, keep all messages in the thread. Do not start a new email chain for the same topic.