



The Royal School

Wolverhampton

Communication with Parents and Carers' Policy

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An effective partnership between school and home is essential in ensuring that all children can achieve their full potential. Timely and effective communication is a requirement of this partnership and plays a key role in fostering strong, positive relationships between school and home.

This policy aims to outline the partnership between School and parents by defining both formal and informal communication opportunities. The term 'parent' refers to those who have responsibility for a pupil whether that is a parent, guardian, or carer.

Communication Opportunities

There is a wide and varied range of communication methods used by the School. The School welcomes two way communication with all parents and maintains an 'open door' as much as possible with a view to safeguarding of students and staff schedules.

Communication Channels:

- Face to face meetings
- Telephone
- Hard copy, written communication – letters
- Electronic:
 - Email
 - Texts
 - Website
 - Social Media
 - Newsletters

Regular Communications from School

- School Gateway and School Comms app– to be used for day to day non-verbal communication
- 'Show my Homework' for homework assignments
- Weekly bulletins from Senior and Primary School (via email)
- Letters from the Principal's Office, Primary or Senior School Offices
- Calendar of Events (website)
- Parents' Termly Consultations and other Parent Meetings; Teacher and Parent Consultations
- Continuous Assessment Grades (CAGs)
- End of Year Report
- School Website (calendar, newsletters, school news, policies, and other key information)
- Text service for swift notification of reminders, cancellations, late return, etc.
- School Gateway for attendance reports, payments, messaging, timetable, behaviour and achievement points
- Surveys and Questionnaires
- Telephone messages through School's Main Offices (Primary, Senior Reception)
- Emails direct from teachers
- Parent Notice Boards (Primary School)
- Social Media (Facebook, Twitter, Instagram) to share snippets of good news and celebrations

Communication with Teachers

Parents are welcome to make appointments with their child's teacher before or after the school day to discuss any queries or concerns. Please email or call the school office to request the teacher to make an appointment as face-to-face meetings are the best; written communication can be misleading. Do not try to see teachers before or after school as they will be busy with their duties to ensure the safety of all children. In the interests of security, parents should not enter the school areas beyond the Main Reception.

Response Times

Every effort will be made to respond in a timely manner. While there is no guarantee on the specific time frame for a response, generally parents can expect a response within two working days.

Teaching staff will endeavour to meet with parents as soon as their timetable allows. Teaching commitments come first at The Royal School and there are other circumstances that lead staff to not be available at school. All teaching staff have preparation, planning and assessment time as part of their working week. There are also times when they may be absent for training or liaising with other schools or agencies to ensure we are continually delivering the 'best practice' to our students.

With specific regard to emails, parents should not expect immediate answers from teachers as they are either teaching your child or are at home on their own time. Teachers should not be expected to answer emails outside of the school day hours as a matter of routine.

The Royal greatly values the professionalism of all our staff and expect parents to treat them with respect. 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. The Royal will not tolerate violent, 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 will be dealt with formally through the correct process.

Type of Query	Secondary Member of staff to contact	Primary Member of staff to contact
Any issue relating specifically to your child (learning, behaviour, equipment, timetable) ----- If you feel that any issue as described above has not been resolved or you need more advice following these discussions, please follow these stages:	Form Tutor ----- Stage 1: Head of House Stage 2: Vice Principal Stage 3: Principal	Class Teacher ----- Stage 1: Year group Lead Stage 2: Phase Behaviour Leader Stage 3: Assistant Head Stage 4: Deputy Head Stage 5: Head Teacher
Any issue relation to other children in the class	Stage 1: Form Tutor Stage 2: Vice Principal	Stage 1: Class Teacher Stage 2: Deputy Head

Serious Concerns or Complaints	Principal	Head Teacher
Child Protection/Safeguarding	Vice Principal Pupil Wellbeing & DSL	Vice Principal Pupil Wellbeing & DSL
Health and Safety, Finance, Payments	Director of Finance	Director of Finance
Letters, administration, attendance, school dinners and clubs After school activities/sports Lost & Found Property	Secondary Reception	Primary Reception

Social Media

It would be much appreciated if our social media channels are not used to take grievance to and/or make adverse comments about the School. The School has many ways of communicating arrangements with parents and carers and there should be little need for parents/carers to create a separate, unverified system. The various social media channels, including group chats such as 'What's App', can create unnecessary upset and escalate situations that might otherwise be easily and quickly resolved by having a conversation directly with the School/teacher. Social Media channels are used to make positive, supportive and solution focused messages as per their purpose to share snippets of good news and celebration.

Complaints

The School's Complaints policy can be found on the website.

Contacting the Governing Body

The Governing Body can be contacted through the School Office.

Protocols for meetings with Parents

These will be arranged in advance at a mutually convenient time.

Meetings will be held in an appropriate area of the school.

Staff may ask for a colleague to join the meeting to give advice or record information

Electronic recoding of meetings, e.g. on mobile phones is not acceptable.

Teachers and Senior Leaders will always try to act as quickly as possible but may need to take advice before responding to ensure you and your child are supported in the best possible way.

All meeting attendees are expected to speak courteously, listen to each other and have to opportunity to respond to and ask questions.

If any meeting attendee becomes concerned about their safety, the meeting will be stopped immediately. Reasons for the meeting being stopped will be given verbally and where necessary the party behaving badly escorted from the school premises. The Local Authority and/or police may be informed.

Agreed actions will be confirmed verbally and in writing at the end of the meeting.

Any follow-up communication will be issued in a timescale agreed at the meeting.