

Home/School Communication Guidance

Beech Hyde Primary School and Nursery



It is very important to us that we work closely in partnership with parents/carers, as communication between home and school is key. We welcome communication with parents and always aim to respond to queries quickly, with a solution/ resolution to any problems. We aim to ensure we are always polite/courteous and give parents/carers the opportunity to voice their concerns.

Beech Hyde is a small school and we continue to maintain the practise of classroom door drop off and collection. This means that as parents/carers you have the opportunity to see teachers on a daily basis. However, please be mindful that this can be a busy time for teachers as their priority at this time must be the whole class. If you have more than a quick message or conversation, please ask the teacher for a call later or a meeting.

Teachers want to respond to parental queries at the earliest opportunity and will do their best to do so. However, the majority of teachers' time is taken up teaching and preparing for lessons. Teachers' responsibilities extend beyond the classroom, and support staff responsibilities may stretch over several spheres. Therefore, 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/family time. We aim to respond to queries within 24 hours but appreciate your patience if this is not possible. If you have not received a response from the school within two working days, please contact the school by calling the main office, emailing admin@beechhyde.aetrust.uk. Office staff will always be able to respond to emergencies immediately.

We will always listen to any concerns, but please bear in mind that we may not always agree with your point of view, and the school reserves the right to deal with issues in the way we see is appropriate.

All members of staff deserve to be treated with respect in their workplace, and no parent/carer should use raised voice, derogatory language/ name calling/personal attack to express their frustration at a situation.

If you feel that your concern is not being dealt with appropriately, please contact a more senior member of staff to discuss and resolve it. The school will direct a member of staff to cease contact with a parent/carer who is deemed to be abusive in language, tone or action.

The school reserves the right to remove permission for a parent/carer to enter the playground/ talk to staff without appointment if they behave in a way that the school deems inappropriate. This action will be communicated to a parent/carer in writing. This action will never prevent a child attending school, or restrict information on a child's progress/ achievements at school.

We welcome contact from Parent/carers using the following forms of communication:

School Office

- Office staff are always pleased to see parents in the main office, and can often answer any queries or concerns
- If they can not they can get a message to a member of staff who will be able to answer and get back to you
- Please be aware that it is not appropriate to come to school expecting to speak to or meet with a particular member of staff without an appointment. In order to avoid disappointment, always call to arrange a time.
- 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 the reception staff will do their best to find a senior member of staff to see you.
- Our office staff are entitled to work without abuse or confrontation and may cease a telephone call or face to face conversation if they feel uncomfortable.

Email

- Please use the school email admin@beechhyde.aetrust.uk if you need to contact staff. Our admin team will be able to direct your query to the correct teacher or leader
- Teachers are not in a position to check emails consistently throughout the day and the school does not expect work email to be checked during a teacher's personal time
- We aim to respond to you as soon as possible and within two working days. Part-time staff may take longer to reply

Telephone

- Please use the main reception number to leave a message for a teacher to contact you
- Reception staff will relay messages to teachers as soon as possible
- If a call is urgent, office staff will attempt to find a senior member of staff to speak to you
- We will aim to respond to you within two working days, if not the same day
- Please note lessons/meetings will not be interrupted for staff to take calls

Contacting you

If there is an issue regarding your child throughout the school day we will contact you by telephone using the first contact provided by you. In the event we cannot contact you using this number we will telephone contact 2/another parent/carer.

Social Media

We use our social media channel (facebook/ Instagram) to inform, celebrate school life and champion the achievements of our pupils. Our social media feeds operate on a 'best efforts' basis by staff. Our social media sites contain terms and conditions relating to acceptable comments and posts. These terms and conditions are available on the main Meta pages.

We are aware that some parents set up group chats for classes or year groups on WhatsApp, Facebook and other platforms. Whilst we recognise that these can be useful for some parents, these are not endorsed by the school and we will never post official messages on these forums. On occasion, information provided by parents on these forums can be inaccurate or not representative of the school's view. Please rely on official social media channels or communication received directly from the school.

Our teachers and staff have a right to a personal life and to be protected from harassment online. We ask that parents/carers avoid addressing staff members directly via social media and avoid posting inaccurate or defamatory statements about staff or the school on social media platforms.

Complaints to the school need to be addressed to the Headteacher in writing. A copy of the Trust complaints policy is on the school website www.beechhyde.aetrust.uk.

Communication with parents and carers is important to us, and we will continue to monitor this guidance and our approach to improve the process further.