



Ashton Keynes C of E Primary School

Communications Policy

Approved June 2023

Next Review Due: June 2025

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Overview

It is very important to us that we work closely in partnership with parents and carers, and communication between home and school is key. We recognise however that it can often be difficult communicating with teachers because they have a very full timetable; and we recognise that parents and carers also have very busy lives. Therefore, having a communications policy sets out expectations to ensure effective communication between home and school.

Contacting the School

Communication by telephone 01285 861436 or email to the office office@ashtonkeynes.wilts.sch.uk are the preferred method:

- If made during the working day, the teacher/ staff member will endeavour to get back to you when not teaching
- If made out of hours, the staff member will endeavour to respond during the next working day

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 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. Staff do also have school email addresses which were shared during the pandemic. These should only be used during working hours 8.30-4.30pm and are not the best way of contacting the staff member as they do not check these when teaching and will not be expected to monitor these during evenings, weekends and holidays- they are asked to put out of hours email responses on to protect wellbeing. If contact is made through the office, the office staff will inform the staff member in a timely manner.

Telephone

Please use the main reception number 01285 861436 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, please inform the receptionist who will attempt to find a senior member of staff to speak to you.
- We will try to respond to you within three working days, if not the same day.

- Please note lessons will never be interrupted for teachers to take calls.

Email

Please use staff email addresses if you need to contact staff directly:

- 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- evenings, weekend, non-working days and holidays.
- We aim to respond to you as soon as possible and within three working days. Part-time staff may take longer to reply.

Meetings

The day-to-day care, welfare and safety of your child is managed by the person who is placed closest to them.

- In the first instance, please approach the following members of staff who are responsible for your child in the following order:
 - 1) Classroom Teacher
 - 2) Deputy Headteacher
 - 3) Headteacher
- Meetings should always be pre-arranged with members of staff.
- 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.
- For non-urgent meetings we will aim to meet with you within five working days. The school will determine the level of urgency at its discretion, to enable it to manage multiple demands.

Contacting You

Our preferred method of contacting you is via telephone call, then email, then parent mail depending on the nature of the contact.

Newsletters- every fortnight the Headteacher writes a newsletter to capture events from school and the community. These are published on our website www.akps.org.uk At the end of a terms 2, 4 and 6 a longer newsletter with a summary from each class is provided.

Class newsletters- these are issued at the start of each full term (September, January and April/May) along with the Class curriculum overview for the year. These can be found on

class pages of our website under the children drop down and then select the class.

www.akps.org.uk

Parentmails -will be sent with key information and reminders.

Village newsletter- we write monthly for the village newsletter and it is published.

Calendar- we publish the term dates and all key dates for the year on our school website www.akps.org.uk under parents/ carers. The calendar has its own separate heading on the website for easy access.

Website- so much is contained under parents/ carers section on the website for your information. www.akps.org.uk

Parents/Carers evenings – we use an online booking system which goes live a week before the scheduled week. We communicate dates very early so that dates can be saved in family diaries as staff have to cater for 30 plus families and already offer this over 4 evenings in the week so cannot be expected to offer over multiple weeks.

Social Media

We use platforms throughout the school to facilitate home learning and the partnership with home and school through this. In EYFS and Year 1 we use seesaw and in Years 2-6 we use Showbie. This is effective for providing paperless home learning and support plus additional tasks/ guidance should you wish to support learning more at home.

Each class throughout the school has a class WhatsApp group. This is to be used for reminding of special days e.g. trips, forest school and to support. It should be used as a supportive aid and must not take away from speaking with the school for advice and guidance as required. The aim of this class group is to be inclusive and supportive of all involved and of the school. It is not a forum to air grievances/ concerns, these should be addressed directly with the school.

No Response

In the unlikely event that you have not received a response from the school within three working days please contact the school by emailing office@ashtonkeynes.wilts.sch.uk and we will chase up your enquiry. Communication with parents and carers is important to us, and we will continue to monitor this policy and ensure we provide the most effective process we can.