



# Sunridge Circle Primary

## Communication Policy

### 1. INTRODUCTION

The use of a communications policy document within Sunridge Circle Primary School is essential to ensure efficient and effective communication between teachers and parents and to provide a clear framework for all stakeholders to work within.

Good communication between teachers and parents is imperative to the quality of education provided. Within the service of educating young people there are bound to be differing opinions between home and school. Where these are smoothly managed the process continues to grow in a positive manner. Where the relationship is damaged, due to intolerance, disrespect or other unacceptable behaviour, the growth of the child may be adversely affected.

### 2. OBJECTIVE

The objective of this policy is to ensure that all parents and teachers understand the procedure for communicating issues which affect the education of the children. The teachers have a need to communicate with the parents at regular intervals and the parents are invited to communicate with the teachers as and when it may be required.

### 3. ACCEPTABLE MEANS OF COMMUNICATION BETWEEN PARENTS AND TEACHERS:

- All legitimate and fair concerns need to be addressed between parents and teachers in the following manner:
  - a polite telephone call via the School office;
  - a polite letter or note in the learner's communication book or homework diary;
  - a pre-arranged meeting at the School; or
  - a message via the school Class Dojo app.

## **6. TEACHERS WILL NOT:**

- Accept verbal abuse
- Discuss children or their parents in public areas
- Accept parent's excuses for the child's responsibility
- Be rude in response to parents
- Ignore messages (if they are received)
- Victimize children
- Ignore genuine concerns
- Tolerate classroom interruptions
- Wait more than 10 minutes from the allocated time for appointments
- Respond to anonymous letters but will pass them to HOD's for their information purposes only

## **7. PARENTS WILL ENDEAVOUR TO**

- Recognize and respect the ' professional status of teachers
- Treat teachers and teachers' assistants with respect at all times, particularly in the presence of children
- Communicate with teachers and teachers' assistants in a courteous and dignified manner
- Avoid discussing their individual concerns with other parents or third parties;
- Refrain from entering the teaching areas during school time, unless invited to do so for purposes of a pre-arranged meeting with a teacher. In all instances, a parent must first report to the school's reception.
- Keep appointments

## **8. CHANNELS FOR ADDRESSING CONCERNS:**

1. Meet teacher to discuss matters irrespective of what the issue is (In difficult matters, the teacher may request the Grade Head to attend).
2. Grade Head
3. Relevant HOD depending on Phase child is in
4. Deputy Principal
5. Principal

If, in relation to a particular matter, a parent believes that it would be inappropriate to follow the aforesaid channels, the parent must discuss the matter with the Principal who will then decide on the process to be followed.

## **9. MINUTES**

In every meeting a written minute will be kept of the meeting.