



# **PARKSIDE MIDDLE SCHOOL COMMUNICATIONS POLICY**

**Dated: April 2024**

**Review date: April 2026**

**Headteacher.....**

**Chair of Governors.....**



## **PARKSIDE MIDDLE SCHOOL COMMUNICATIONS POLICY**

At Parkside Middle School we aim to have clear and effective communications with all parents/carers, with the wider community including other schools, outside agencies, and within the school.

We are committed to providing a professional and fair service to everyone. In return, please respect our staff, as we will not tolerate threatening or abusive behaviour. We expect parents, carers and other visitors to behave in a reasonable way towards members of school staff and the wider school community at all times. This includes in person, over the telephone or by email.

### **Aims**

Our school aims are to ensure all communications are:

- Clear
- Comprehensive
- Respectful
- Timely

### **School**

The school will ensure that:

- We have clear lines of communication with parents/carers and the wider community.
- The curriculum is clearly communicated.
- Stakeholders are informed of forthcoming events within appropriate timelines.
- All communications will be treated as confidential within the school context.
- We will aim to respond within two working days.

### **Parents/Carers**

Effective communications enable us to share our aims and values, through keeping parents/carers well informed about school life. This reinforces the important role that parents/carers play in supporting the school. Good communication between the school and the home is essential, and children achieve more when schools and parents/carers work together. Parents/carers can naturally help more if they know what the school is trying to achieve.

Parents/carers should:

- Read all communications issued by the school, responding accordingly.
- Raise issues or concerns at the earliest opportunity with the school in the appropriate manner via the school office.  
If the school office staff are unable to deal with your query, you will be directed to your child's class teacher.  
If you feel that the class teacher has not been able to successfully deal with your enquiry, you should then speak to the Head of Year or the Head of Department.  
On the rare occasion where a situation has not been resolved, please ask to speak to a member of the Senior Leadership Team.  
If the matter has not been resolved by the Senior Leadership Team, please contact the Headteacher.
- Not discuss school issues on social media as this could compromise the privacy of members of the school's community.

## Methods of Communication to the School

All communication with parents/carers should be between the hours of 8am and 6pm only.

### Email

Parents/carers should communicate via the school email address [office@parkside.worcs.sch.uk](mailto:office@parkside.worcs.sch.uk) and should be addressed to the relevant member of staff. All emails will be treated with full confidentiality and we aim to respond within two working days.

If your child is going to be absent from school, please email the school via the school website using the email address [absence@parkside.worcs.sch.uk](mailto:absence@parkside.worcs.sch.uk).

### Telephone

A telephone call to the school office 01527 873660, may be appropriate where enquiries are deemed more urgent by the parent, such as communicating information about the child to the school. If the call requires a response from a member of staff, we aim to do this during the school week, within two working days. All external phone calls are recorded for training and monitoring purposes.

### Letters

Parents/carers may send letters to school, and they should be addressed to the relevant member of staff. All letters will be treated with full confidentiality, and we aim to respond within two working days. Please mark as urgent if the letter contains information about your child which you would like a member of staff to respond to urgently.

Any letter of formal complaint will be referred to the Headteacher / Senior Deputy Headteacher (Complaints Coordinator) immediately and a response will be made in line with the Complaints Policy.

### School Reception

If you are unable to access the above forms of communication, please visit the school reception where our office team will be happy to help. The school office is open from 8.00am – 4.30pm Monday to Friday.

### Appointments

If necessary, parents/carers can arrange an appointment to discuss their child and meet with the relevant member of staff. Parents/carers are asked to phone the school office to make an appointment giving a brief outline of what they wish to discuss. **Meetings are by prior appointment only, and parents / carers should not arrive at the school expecting to meet with a member of staff unless they have an appointment.**

We will aim to make appointments within two working days at a mutually convenient time. For example, either at 8.30am or after school from 3.30pm. If parents/carers are unable to keep an appointment, they should give adequate notice by calling the school. In some cases, a phone call may be appropriate in the first instance.

Parents/carers should not approach teachers to discuss their child on the playground or if they meet them outside school as this does not allow for confidential discussion.

## Methods of Communication from the School

### Website

School information such as term dates, after-school clubs, policies, and latest news are available on our school website. Parents/carers are expected to use the website to access information they may need.

### Social Media

Parkside Middle School does not communicate via social media channels at present. Parents/Carers should contact school directly via telephone or email [office@parkside.worcs.sch.uk](mailto:office@parkside.worcs.sch.uk) and not through any form of social media.

### **School Reports**

In spring, parents/carers receive a mid-term report with details of their child's attainment and progress in the core subjects and their attitude to learning. There is a more detailed report in the summer term which gives progress on all areas of the curriculum, including core and foundation subjects.

### **Parent Consultation Meetings**

Parents/carers are invited to meet with their child's teacher/s to discuss their learning and progress twice during the school year. If parents/carers are unable to attend, then teachers are available to discuss progress via email or by telephone.

When children have specific education needs, or if they are making less than expected progress, parents/carers will be invited to meet with their child's teacher more regularly.

### **Newsletter**

The school newsletter and calendar of events is sent to parents/carers each half term via email and is communicated via the school website. This contains general details of events, activities and school news.

### **Pupil Handbook**

Parents/carers will be asked to read the Pupil Handbook and the Home School Partnership requirements each academic year. There is an area in the handbook to record pupil log in details and passwords.

### **My Child at School (MCAS) - Bromcom**

Parents/carers are provided with log on details to access their child's information via My Child at School (MCAS). Pupils can access the Student Portal via the website to view their timetable and homework. Guidance on how to access MCAS is in the Pupil Handbook and also available on the school website.

### **My Child at School (MCAS) App for Parents/Carers**

In line with the GDPR data requirements, we have a secure way to collect, manage and handle information and personal data from parents/carers. This will enable parents/carers to keep all contact information held at school up-to-date and relevant via the secure application.

### **Teachers2Parents – Emails and Texts**

The school has an email/text system called Teachers2Parents which it uses to communicate with parents/carers and we encourage all parents/carers to inform the school of their current email address and mobile phone number in order to keep up to date with any communications.

### **Medical Tracker**

Medical Tracker is used to record pupil accidents and pupils taking medication. Through the system, emails can be sent to parents/carers advising of injuries and any medication taken in school.

### **ParentPay (online payments)**

Parents/carers should access the ParentPay online system which is a quick and efficient method for parents/carers to make online payments for lunches and school trips.

### **The Wider Community**

### **Governors**

Details of the governors' names is available from the school website and on display in the school reception. Governors should be contacted by email on [office@parkside.worcs.sch.uk](mailto:office@parkside.worcs.sch.uk) or written communications addressed to the Chair of Governors should be sent to the school.

### **Communication with the Community**

Members of the local community, parents/carers and governors are invited to school functions such as special assemblies, school events and school productions. Guest speakers from local churches and businesses, community organisations and charities come into school to speak to the pupils.

### **Communication with Other Schools**

The school regularly communicates with staff and children of other first, middle and high schools. Such communication may be by means of personal contact with specific staff or through more formal contact such as cluster groups and by means of sports fixtures and other inter-school events.

Parkside Middle School is a member of the Spire Trust Learning Partnership (STLP). The aim of this partnership is for quality school to school support across The Spire Church of England Learning Trust.

Communication with the local first and high is predominantly for Year 5 and Year 8 transition. We have particularly close links with Meadows First School, The Orchards School, Dodford First School and North Bromsgrove High School.

### **Communication with Outside Agencies**

Close contacts are maintained with support agencies, including Worcestershire County Council, SEND, Safeguarding Team, School Admissions, Free School Meals, Family Support Workers, NHS (including the School Nursing Team), Social Workers, Police, and the Music Peripatetic Service etc. This is not an exhaustive list.

### **Confidentiality**

We hold information on pupils in our school and from time to time we are required to pass some of this information to others for educational purposes. Privacy Notices are on display on the school website which explain to parents/carers about the types of data we hold, why we hold that data, and who we may pass it on to.

We are compliant with General Data Protection Regulation (GDPR) and the expected provisions of the Data Protection Act 2018 (DPA 2018).

### **Policy Links**

For further information regarding our procedures and policies please refer to our Zero Tolerance Policy, Behaviour of Parents, Carers and Visitors and the Parkside Middle School Complaints Policy

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