



# **Dorchester Primary School**

## **A Policy for Effective Communication**

*"Achieving Excellence Together in a Caring Community"*

Date of Policy: September 2018

Review Date: September 2021

Good communication is essential in a school to ensure everyone is fully informed and understands policies and procedures. Open communication, where all participants are honest and assertive, is crucial to enable everyone to feel valued and part of the community. Poor communication can lead to anxiety and poor relationships. Therefore, at Dorchester Primary, we make every effort to ensure pupils, staff, parents and governors are fully informed about relevant issues at all times. We encourage everyone to be honest, courteous and assertive.

### **Aims of the Policy**

- To ensure all communication has a clear purpose and is effective and efficient.
- To ensure that all communication is consistent within the school community and reflects the school aims and policies.
- To make all communication accessible and easily understood by all members of the school community.

### **Communication with pupils**

- Pupils should be spoken to in an appropriate way and listened to carefully.
- All work should be marked carefully according to the marking policy on a daily basis.
- Circle time should be held twice a week to develop listening skills and give everyone an opportunity to speak and to be listened to.
- Weekly School Council gives all the pupils the opportunity to voice their opinion through a representative from Years 2 to 6.
- All pupils should be encouraged to speak and respect each other and other people.

### **Staff Communication**



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- All staff should speak to each other in an appropriate way and respect each other's opinion.
- Staff should always speak to pupils and parents in a calm and understanding manner.
- Teachers are responsible for welcoming and communicating policies and procedures effectively to all class helpers, students and supply teachers.
- Staff will be kept up to date about visitors, SET members, outside agency meetings, LA inspectors and advisors in advance whenever possible.
- Staff need to be cautious when using social network sites e.g. Facebook and Twitter as some comments could be misleading and could be cited in staff grievance or discipline procedures.

## **Communication with parents**

- All staff should speak to parents in an appropriate way, respect their opinion and listen to their views and concerns.
- All parents should speak to staff in an appropriate way and respect their opinion and listen to their views and concerns.
- All letters and newsletters need to be distributed promptly to all parents via email.
- If any parent speaks to a member of staff in a threatening/aggressive way or makes them feel uncomfortable they must tell the parent they are stopping the conversation and walk away or if on the phone end the call. Inform a member of SLT as soon as possible regarding the incident write a report about the incident.

## **Communication with governors**

- All governors should communicate with staff, parents, pupils and each other in an appropriate way through the correct channels.
- The staff governors will feedback to staff as necessary.

## **Written Communication**

- All letters will follow a standard format to ensure quality communication.
- Draft letters on headed paper will be shown to the Head teacher or Deputy before the office distributes via email.
- All letters will be prepared at least a week in advance.
- Any written communication by teachers/parents individually will be kept in the child's school file.
- class topic web sheets will be sent to parents to explain topics, visits etc.
- A newsletter 'The Dorchester News' will be sent out regularly by the Head teacher to keep parents informed of dates, events.
- All home learning sent home will have clear objectives and explanations (see Home Learning Policy).



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## **Verbal Communication**

- Verbal communication in the school community, classes and playground should be positive.
- All communication should use correct and standard rules of the English language.
- Any issues will be discussed in the classroom or office in confidence.
- Minutes will be kept of any conversation if necessary.
- Visitors and parents will be received in to the school with courtesy.
- All communication by phone will follow a consistent approach by giving the name of the school first when answering a call.
- The name of the caller, purpose of the call, call back number, time and date should be recorded on the office message page and given to the appropriate person.

## **Conferences/Consultations/Meetings**

- Every term a Home/School Consultation will be held between the teacher, parent/s and child.
- An agreed agenda will be followed for Home/School Consultations.
- If minutes are taken they will be written and copied to all parties within a week (maximum).
- An individual report of progress will be written and sent home annually.
- The report will be sent out at least four working days prior to a consultation.
- All issues of concern will be mentioned to the Head teacher and recorded.

## **Organisation**

- All events and dates will be recorded on the school/parent calendar and kept up to date regularly.
- Communications will regularly take place between child/teacher/ parent; staff/governors; staff/parents; staff and staff; FODs/parent/FODs/ staff; LEA/School.
- Consistent standardised information will celebrate events and share good news regularly.
- The staff calendar will keep staff informed of changes to events in advance and emails will be sent when shorter-notice is necessary. This will be avoided as much as possible.
- The office staff will keep a diary of events, including parent tours.
- Each member of staff will have a tray in the staff room for letters etc. to be posted.
- Recent, relevant communication will be pinned on an outside notice board.
- A place in the class should contain all relevant letters for easy access.
- The office will keep a copy of all letters and email them to staff as they are sent out.



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## **Resources**

- Diaries will be kept up to date.
- The website needs to be kept up to date with photos, letters and dates
- Notice boards will be changed regularly.
- Every effort will be made to keep resources linked to communication working effectively.
- Social Media will be used to communicate children's achievements and school events in a positive way, following the Social Media and Computing policies.
- Classlist will be used by the school. Parent Council and FODs where appropriate.

## **Responsibilities**

- It is everyone's responsibility to communicate honestly and effectively.
- It is everyone's responsibility to be positive and seek solutions to problems.

## **Confidentiality**

- Confidentiality will be respected at all times.

## **Complaints**

- All complaints will be dealt with sensitively.
- All persons cited/or involved in the complaint will be given the opportunity to discuss the issue directly to seek a solution.

## **Equal Opportunities**

- Individual different opinions and ideas will be respected and valued.
- Communication will be free from prejudice of gender, race.