**Parent Communication Policy**

West Heath Primary School expects all communication between parents and staff to be prompt, courteous and appropriate. In line with social distancing regulations, face to face meetings will be restricted. Communication with school will include telephone calls, email, the school website, school PING. The school has systems in place for the formal recording of parent/teacher communication. Our aim is to be as helpful as possible and offer a high level of personal service whilst also ensuring the safety of all members of the school community.

**Raising a Query:**

* If a parent wishes to raise a query, they should contact the class teacher using their child’s Passport to Success.
* If following communication with the class teacher, a parent still needs support, they are encouraged to email the school via the school enquiry email: [enquiry@westheathprimary.bham.sch.uk](mailto:enquiry@westheathprimary.bham.sch.uk). This is monitored daily by the school office.
* Emails will be acknowledged within 24 hours and actioned within 48 hours, wherever possible.
* Staff monitoring the school gate, at the start or end of the day, will not respond to individual queries: parents will be instructed to use the above communication procedure. Face to face communication will be limited.
* There will be no face to face access to the school office during the current Covid 19 regulations.
* If a parent has a sensitive query relating to a personal circumstance, they are encouraged to email the Family Support Worker: [familysupport@westheathprimary.bham.sch.uk](mailto:familysupport@westheathprimary.bham.sch.uk) .

**Parents’ Meetings:**

* During the period of Covid 19, face to face meetings will be limited to those which the headteacher deems cannot be dealt with through email, telephone call or written communication.
* Formal parent meetings are scheduled twice each year. Due to current restrictions, face to face meetings may not be possible and therefore a telephone consultation or virtual meeting will be arranged in the autumn term 2020 and spring term 2021.
* A parent may request a telephone consultation with a member of staff by making an appointment via the main school office or through their child’s Passport to Success.
* At the end of the school day, children will be dismissed to their parents; this will not be used as a time to discuss queries.

**Information sharing:**

* Sharing events take place throughout the year for different age groups. Examples are as follows: reading workshops, phonics workshops, SATs meetings and sharing events. During the Covid 19 pandemic, all information will be provided in written form or online. Teachers will produce short information films, where appropriate.
* A weekly newsletter will be shared with parents via School PING and the school website.
* When a pupil joins the school, parents will receive an email explaining how to activate their secure PING account.
* The school calendar is available on the website.

**Complaints Procedure:**

We pride ourselves on dealing with any complaint fairly and promptly. After speaking to the class teacher; if a parent isn’t satisfied that their concern has been dealt with effectively, they should use the school complaints procedure which can be found on the School website.

**Monitoring and review:**

The headteacher will monitor this policy and adapt as necessary and in line with latest Covid 19 regulations.