

Dear Parents/carers,

Communication with school

I hope you all enjoyed the Bank Holiday...typical British weather!

Unfortunately, there has been a rise in disrespectful communication with staff in children's planners, via email, by telephone and during face-to-face contact in the playground. This will not be tolerated at West Heath Primary! I am writing to reinforce West Heath Primary School communication expectations.

A small minority of parents/carers are not complying with West Heath Primary policies and code of conduct! Those that don't, will not be permitted onto our school site and in rare cases, will be asked to consider whether West Heath Primary School is the right school for their child.

Whilst we appreciate that you do have rights, it is important to note that you do also have responsibilities. Staff have a right to come to school and be treated with respect and dignity; it is your responsibility to ensure that you follow our school policies and procedures and model this to your children.

The following procedures will therefore be reinforced and **must be** adhered to; -

Communication with teachers

- Your child's planner is a communication between home and school to show how well your child is doing regarding the Passport to Success and records of home reading. Communication about significant events, that the teacher needs to be aware of, such as someone else collecting your child, should be written in the planner. Teachers read your child's planner at the start of the day and will take note of any responses which are required; this might not always be in written form! Parents should be very mindful about the language they use within a planner and the tone in which communication is written. Inappropriate tone or language will be deemed to be in breach of our expected code of conduct.
- All other communication should be via an email to the school or a phone call to the school office. The office will relay all messages to the class teacher.
- Communication with the Family Support Worker, asking for a teacher to contact a parent or the Family Support Worker to sort out a class-based issue will not be actioned. The class teacher is the first point of reference.
 - *Teachers have 48 hours to respond to your request for a phone call or written response.*

SENCO

- The SENCO can be contacted via the enquiry email or a phone call to the school office. A message will be relayed through the internal communication systems.
 - *The SENCO has 48 hours to respond to your request for a phone call or written response.*

Head Teacher: Mrs Michelle Hooper

Rednal Road, West Heath, Birmingham B38 8HU Tel: 0121 458 4257 Fax: 0121 459 8340

Email: enquiry@westheathprimary.bham.sch.uk

<http://www.westheathprimary.bham.sch.uk>



Family Support

- The Family Support Worker can be contacted via the enquiry email or a phone call to the school office. A message will be relayed through the internal communication system.
 - *The Family Support Worker has 48 hours to respond to your request for a phone call or written response.*

Graduated Response

- If following communication with your child's teacher, you are not satisfied that your concern has been appropriately dealt with within the 48-hour limit, the concern should be referred to Mrs Clews (Assistant Head).
 - *Once the situation has been escalated, the appropriate member of staff has 48 hours in which to respond.*
- Mrs Clews will decide which member of staff is most suitable to resolve the issue.
 - *Once the situation has been escalated, the appropriate member of staff has 48 hours in which to respond.*
- Please note: Mrs Foster or Mrs Hooper will respond where the issue warrants them to do so and **only** when the above procedures have been followed.

Urgent messages

If the concern is urgent, then a phone call or visit to the school office is warranted and a response will be initiated immediately. However, what you think is urgent may not fall in line with our procedures and a senior leader will decide whether the situation should be dealt with immediately or whether the above lines of communication should be followed.

Complaints

If you have a complaint about any aspect of school life the Complaints Policy should be used. A copy of the policy is on our school website.

Home School Agreement

I reserve the right (Mrs Foster in my absence) to reinforce the Home School Agreement or to ban parents from site. A copy of the Home School Agreement will be sent via PING.

If there is any aspect of the Home School Agreement that you choose not to comply with then you should consider whether West Heath Primary is your preferred school! This also applies to our policies, including the Passport to Success.

Parent disagreements

Please also note, that staff will not intervene where parents have disagreements outside of school. Our priority is to the children; adults should take responsibility for their own actions!

I would like to thank the vast majority of parents that respect our school community. We are extremely grateful for the support you show to the school and to your children's education. Your children are our priority, and we do our very best to provide them with an excellent education. We make no apology for our high standards and are delighted that we are increasingly able to welcome you back into school.

Mrs Hooper

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