

# Movilla High School

## Parental Communications Policy



*Developing individuals.....  
Providing for success.....  
Raising attainment .....*

**October 2018  
(revised 2019)**

**Ratified by  
Board of Governors  
October 2019**

## Policy on Parental Contact with school

The Home School partnership is central in ensuring the best educational outcomes for all our pupils. Movilla High School has many structured opportunities through which school and home communicate about the progress pupils are making. These opportunities include:

- I. Assessment Window progress reports
- II. Parent Consultation events
- III. Learning Guidance Forums
- IV. A full report in June.
- V. Parental contact with school by means of phone calls or notes about routine matters such as medical appointments, illness or matters of urgent family importance.
- VI. Meetings arranged by appointment to discuss any matter which the parent(s) or school wish to raise regarding the education, behaviour or welfare of a pupil.

The partnership between home and school is one which the school is keen to develop in order to effectively understand the needs of each child and how we can work together to meet them.

In order to ensure that all parental contact with the school operates in the best interests of each child's education and wellbeing, we would ask you to note the following points that have been discussed and agreed by the Board of Governors.

1. All visitors to the school, whether known to school or not, must enter the school through the front door and gain entry through the security system. This would also apply to anyone accompanying them.
2. We request that Parents do not park in school grounds, using the Abbey Road to safely park and then walk into the school grounds
3. TELEPHONE CONTACT
  - If a parent telephones the school to speak to a member of staff, they will most probably be teaching. The office staff will ask for details of the concern, such as the Parents name, Pupil's name, the nature of the concern and who they would like to speak to.
  - Academic concerns are referred to the Subject Teacher initially, followed by the relevant Head of Department. Pastoral Concerns are referred to the Registration Teacher initially, then the Learning Co-ordinator.
  - A message for the relevant member of staff will be left that contact by a parent has been made and return communication is requested. We aim to respond to enquiries within 24 hours but this may not always be possible during teaching commitment or at other busy times in the school's calendar.

#### 4. EMAIL CONTACT

- Parents may also email the school using the general school email address [info@movillahighschool.org](mailto:info@movillahighschool.org). This email address is checked once daily and the administrator will forward the email to the relevant member of staff in a timely manner.
- Staff cannot be emailed individually.
- Replies to emails sent from the school should still be directed to [info@movillahighschool.org](mailto:info@movillahighschool.org), and not replied to the sender, as emails may not be picked up due to teaching timetables or other duties.
- There should be no expectation that emails will be replied to **by return** due to the nature of teaching commitments and running the school.

#### 5. WRITTEN COMMUNICATION (other than email)

- Written communication with the parents on day to day issues will be via the Homework or Communication diaries. An appointment will be necessary to discuss more serious matters.
- To ensure compliance with our Safeguarding & Child Protection Policy, parents should not use the school's Facebook page in order to communicate with the school about pupil-specific issues.

#### 6. PARENTS PRESENTING AT THE SCHOOL WITHOUT PRIOR APPOINTMENT

- The school reserves the right not to see parents who present at the school without prior appointment, as the school is not best placed to have all the relevant information available to them in order to resolve a situation.
- The school will require adequate time to assimilate all available information before agreeing to meet parents.
- Parents are asked to reinforce the message that pupils do not use their mobile phones to communicate with home (in contravention of our Mobile Phone Policy) rather than informing a member of staff first that an issue has arisen.

6. If parents wish another adult to take part or deputise on their behalf in a discussion about a pupil, this will only proceed with prior agreement.

If parents/guardians have pastoral concerns, which require an extended discussion, they should follow the Parental Concerns procedure which, in the first instance, is an appointment to see either the registration teacher. The procedure is mailed to all Parents in the Autumn Newsletter.

If a registration teacher feels they cannot adequately address the concern, they may forward your concern to the relevant Head of Department/Learning Co-coordinator/SENCO/Senior Leadership Team or Designated Teacher.

7. We expect all discussions will be carried out in an atmosphere of mutual respect and that behaviour will be courteous, tolerant and non-aggressive at all times. All members of the school community have the right to terminate any interview that does not adhere to these guidelines. The school operates a zero tolerance of abuse to any member of staff or Governor. This includes the use of foul language, aggressive shouting or the issuing of threats. No intimidating or harassing behaviour will be tolerated.

In the rare event of any of these points not being followed or any form of abusive behaviour to staff or others, we would ask you to note the policy of the Board of Governors:

- i. The Board of Governors reserves the right to withdraw a parent/guardian's licence to enter the school premises. Depending on circumstances, a verbal or a written warning may or may not be issued in advance of such action.
- ii. Any proposal to withdraw a parent/guardian's licence will be communicated in writing to the parent/guardian. This will include an opportunity to respond in writing within one week of the proposed action.
- iii. After that time any decision to withdraw the licence to enter school premises will be communicated in writing to the parent/guardian.
- iv. Parents/guardians will have the right of appeal in person, or in writing, to an appeals committee of the Board of Governors whose decision is final.
- v. Any such decision is open to review by the Board of Governors at a later date.

Policy ratified: October 2018

Review date: October 2019