**Parent Communication Policy**

West Heath Primary School expects all communication between parents and staff to be prompt, courteous and appropriate. Communication with school will include telephone calls, class email, the school website, school PING and face-to-face meetings. 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 or class email.
* 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.
* 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:**

* Formal parent meetings are scheduled twice each year. These are generally face-to-face meetings. If requested however a telephone consultation or virtual meeting will be arranged.
* 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 by the class teacher. This is an opportunity for parents to arrange a meeting but not to raise a complaint.

**Information sharing:**

* Sharing events take place throughout the year for different age groups. Examples are as follows: reading workshops, phonics workshops, SATs meetings, assemblies, productions and sharing events.
* A monthly newsletter will be shared with parents via School PING and the school website.
* When a pupil joins the school, parents will receive a letter explaining how to activate their secure PING account, Parent pay and Cypad.
* 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 is not satisfied that their concern has been dealt with effectively, they should use the school complaints procedure. This can be found on the School website.

Please note that all staff have 48 hours to respond to a concern, request for further information or a meeting.

**Monitoring and review:**

The headteacher will monitor this policy biannually.