

Rushwick Communication Protocol

Methods of Contacting School

How do I contact school?

Telephone – 01905 422502 (8:30 am – 3:30 pm)

There is a dedicated line to report pupil absence or to speak to the school office. It is important that messages left on the answer phone are clear and state the child's name and class. When reporting absences, we also need to know exactly what is wrong with your child – please don't say 'poorly'.

Email – office@rushwick.dowmat.education

This email will be monitored during the school day and any emails intended for other staff will be forwarded accordingly. Replies will typically come from the office email. Please note teachers will not check their emails during the school hours, and depending on the nature of the enquiry, it may take a few days to receive a response. However, most replies will be sent within 48 hours.

We kindly request that you refrain from emailing the teachers directly. This allows us to track the types of emails, stay informed of school-wide issues, and ensure accurate responses to all inquiries.

Please check regularly for school emails.

Letters

Most letters will be sent via email. On occasion paper letters are sent so please check your child's book bags.

How do I contact the Head of School and SENCO?

Please contact the school office to schedule an appointment. We are happy to accommodate meetings before or after school whenever possible, especially for those parents with work commitments. When booking, please inform the office of the focus for the appointment so we can prepare and gather any necessary information. Alternatively, you are welcome to email with any concerns but please note this may take up to 48 hours and will not be sent after 6:00 pm on a working day.

We also encourage you to share any positive news about your child or feedback what the school is doing well - It is always great to hear good news!

Please note we do not meet with parents about Extended Leave – all is explained in the school policy on attendance.

How do I contact Governors / LAB?

Governors are responsible for the strategic direction but are not involved with day-to-day organisation and the running of school. Governors deal with complaints when they reach the **formal stage** i.e. after the complaint has been brought to school staff first and if staff haven't dealt with it effectively then parents should write to Governors. Governors will not deal with a complaint if it hasn't been dealt with by school staff first (unless the complaint is specifically about the Head of School).

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How can I find out about my child's progress? Who do I contact if I am concerned about my child's learning?

Twice a year we hold one-to-one meetings with parents and their child's class teacher. These are in November and March. The aim of these meetings is to discuss your child's progress, strengths and areas for development. If a teacher has concerns about your child's performance or progress, they will contact you outside of these scheduled meetings.

Should you wish to discuss your child's progress at any other time, please reach out to the school office using the contact methods listed on page 1. They will liaise with the teacher to arrange a suitable time for a phone call/ meet you.

Teachers directed time is only during the school day and for a short period of time before and after school and other specific duties e.g. staff meetings, parents' meetings therefore additional time to meet with parents is at their own discretion.

Children with SEND

Parents are invited three times a year to meet with the class teacher to review their child's provision map, targets and support. These meetings take place during the school day, with supply teachers arranged to cover classes so that teacher can attend. As this appointment are set in advance, we are unable to reschedule them, but we ensure families are given plenty of notice to make arrangements to attend.

Please note that there is no individual appointment during the November Parent Consultation evening. However, parents are welcome to visit during that time to view their child's work in the classroom. Additionally, Annual Reviews are held for children with EHCPs and if a child is undergoing an EHCNA assessment the school SENCO will also meet with parents for the 'Family Conversation'.

How can I contribute to ideas / suggestions about school?

Parents' opinions and suggestions are very important to school staff as they play a crucial role in helping Rushwick to be the best it can be. Everyone brings great ideas, and we offer many opportunities for you to share your thoughts and suggestions.

NEW - Parent Focus Group: Each half term, we hold a meeting where parents are invited to share their opinions on specific areas of school life, such as educational visits or school safety. This is also an opportunity for parents to offer suggestions or raise concerns directly with the head of school.

Parent Survey – Every two years we conduct a comprehensive parent survey. Parents are invited to respond to questions and provide comments where applicable. The feedback gathered from this survey is used to shape and improve school.

How do I raise a concern about school?

If you have any concern about school please contact the office in the first instance, via one of the methods of communication outlined above. If you are not happy with the outcome, then you would need to consult the complaints policy which is on the school website or available from the school office.

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Guidance for Social Media

A reminder that social media etiquette must be followed for social media posts.

Please:

- support the school's approach to e-Safety and not upload, share or add any pictures, video or text that could upset, offend or threaten the safety of any member of the school community.
- use existing structures when making any complaint about the school or a member of staff. Parents/Carers are advised not to discuss any matters on social networking sites and contact school directly with their concerns.

Communication to parents who live at different addresses

As the majority of the information about school is on the school website, we do not send 2 copies of every letter home for parents who live at different addresses. All emails go to both parents with parental responsibility if we are given both email addresses. The school calendar for the term is shared before that term begins and updates of arrangements provided via email or in the weekly bulletin and/or half termly newsletter. Parental permission slips for trips and the parent consultation letter will be sent home to the address at which the child resides for the majority of the time as this parent is known as the primary carer.

As the school report is an official document this will be sent to both parents where it has been requested. The printed copy to the primary carer and an email copy to the other parent.

Parent Consultation – unless there is a non-molestation court order stating the parents cannot be in the same place then only 1 appointment is made. Parents are expected to communicate between them and either attend together or share the information between them. The focus of the meeting is the child.

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How will I find out about school events?

Information about school events is shared with parents by email for the term ahead. This has whole school events on. More details are sent nearer the time of the event via email. Please do check emails regularly and keep them flagged in case you need to return to the letter at a later date.

Weekly Bulletin

The weekly newsletter is sent home via email on a Friday afternoon. This contains information and updates. It is important parents read this each week.

Half-Termly Newsletter

In the final week of each half-term a detailed newsletter is shared via email. This has photographs and information from each class on their learning that term along with photographs of events.

How will I find out what my child is learning?

Each year group's long-term planning will be shared with parents via their child's class teacher. Units or work / topics are shown as well as books children are reading across the curriculum.

National Curriculum expectations for Reading, Writing and Maths are sent home each September so parents know the main focus of the year in those areas.

Parent View

OFSTED have a parental survey which is open each academic year. Parents can answer the survey questions. The Senior Leadership team regularly review this survey to analyse results.

www.parentview.ofsted.gov.uk