



Boxgrove
Primary
School

Boxgrove Lane, Guildford, Surrey GU1 2TD

Co-Headteachers:

Mrs Alison Fitch BA (Hons) QTS & Mrs Rebecca Stacey BA (Hons) QTS

Communication Policy

At Boxgrove we want every child to:

- Love learning
- Find their strengths and talents
- Achieve more than they thought possible.

Schools have many lines of communication to maintain: with parents and carers; with other schools; with the community; with outside agencies; and within the school. Good communication between school and home is essential: children achieve more when schools and parents work together. Parents can naturally help more if they know what the school is trying to achieve.

At Boxgrove, we aim to have clear and effective communication with all parents and with the wider community. Effective communication enables us to share our aims and values, by keeping parents well informed about school life. This reinforces the important role that parents play in supporting the school.

Aims

Our school aims are to ensure all communication is:

- Clear
- Comprehensive
- Two-way
- Timely.

This explains the school's aims and values, the school's responsibilities towards the children, the responsibilities of parents, and what the school expects of the children.

School

The school will undertake to ensure that:

- Parents and children have clear lines of communication
- The curriculum is communicated to parents
- Parents are informed of forthcoming events
- All communication will be treated as confidential within the school context.

Parent/Carers

Parents will undertake to:

- Read the key communication issued by the school
- Raise issues or concerns at the earliest opportunity with the school in the appropriate manner
- Act on the communication (for example, attending special meetings).

Methods of Communication

Email

We ask parents to use the email address office@boxgrove.surrey.sch.uk. For the purposes of administration, we require all emails to go to a central email address. However, all emails will be treated with full confidentiality and the responses will be made by an appropriate member of staff. We will respond to emails within 5 working days (during term time). This time frame enables the team time to investigate information shared with the school.

Letter

Letters can be handed into, or posted to, the School Office. As with emails, all letters will be treated with full confidentiality and the responses will be made by an appropriate member of staff within the school. Please note all letters should specify the member of staff to whom the query is addressed. Please let the office staff know if the letter contains information about your child which you would like the classteacher to receive urgently. We will respond to letters within 5 working days (during term time). This time frame enables the team time to investigate information shared with the school.

Telephone

This would be appropriate where enquiries are deemed more urgent by the parent, such as communicating particular information about the child to the school. We ask parents to phone the school on 01483 563701. If the call requires a response from a member of staff, we aim to do this within 5 working days.

Appointments

If necessary, parents can visit the school to ask questions, to gain support or to have the opportunity to talk about their child/home issues with either the child's classteacher or the Senior Leadership Team. Parents are asked to phone the School Office on 01483 563701 to make an appointment. This allows the school time to organise cover to make staff available to speak to the parents. We will aim to make appointments within 2 two working weeks and are willing to meet (from 8:45am) or after school (3:30pm – 4:30pm). Parents are asked not to approach teachers/members of staff to discuss their child if they meet them outside school as this does not allow for confidential discussion. Appointments may be in person or virtual upon request.

Home–School Communication

Reporting to parents

Reports are sent home in the Summer term and give feedback on areas across the curriculum. In addition, parents meet their child's teacher twice during the year for parent consultations. This may be in person or using a virtual platform e.g., SchoolCloud. To support parents attending, a variety of times are offered. Wherever possible, it is more effective for parents to attend the consultation together so that a common approach to supporting the child in their learning can be agreed. If exceptional circumstance means this is not possible, we will arrange separate consultations.

A calendar of school events will be communicated via the school Newsletter. The school Newsletter is sent to parents weekly on a Friday. It contains general details of school events and activities.

StudyBugs

We encourage all parents to sign-up to StudyBugs (our school communication system). Parents should download the StudyBugs App by visiting the 'iPhone App store' or 'Google Play Store'. We would ask that if you change your email address that you update your StudyBug App, as well as informing the School Office via email office@boxgrove.surrey.sch.uk. Studybugs is a quick and efficient method for the school to communicate with parents/carers. Those who do not have access to StudyBugs will receive a paper copy of any correspondence sent home. Please notify the School Office if you require 'paper' copies. StudyBugs is used to send out a variety of information, either to a targeted group, or to all parents. The Newsletter as well as information about whole school events and all letters relevant to the whole school are sent out to all parents via StudyBugs and are also available on the school website – www.boxgrove.surrey.sch.uk.

Governors

Information detailing the names of governors is on the school website <https://boxgrove.surrey.sch.uk/governors/>. Governors can also be contacted via the email: cog@boxgrove.surrey.sch.uk or written communication can be left at the School Office to be forwarded to the Chair of Governors. As governors support the school in a strategic role, if parents/carers contact them on a matter to do with the management of the school, governors will be unable to respond and will direct them to take their concern to the school.

Communication with the Community

Members of the local community are invited to school functions such as special assemblies, Christmas Fairs, Christmas Carol services and school productions. Members of the local community are invited into school around Christmas to join us at our Community Tea Party. Guest speakers from local churches, community organisations and charities come into school to speak to the children. Parents are invited to special events across the year such as class assemblies, some performances and festive occasions.

Communication with Outside Agencies

Close contacts are maintained with support agencies, including the Educational Psychologist, Learning Support Services, the Library Service, Music Specialists, the Educational Welfare Office (EWO) and the School Nurse.

Data Protection Policy

Please visit: <https://www.learningpartners.org/346/key-information/category/36/policies-1>