



Milngavie Primary and EYC Communication between Home and School/EYC

FEBRUARY 2024 (Updated)



Quality Indicators

QI 1.2	Leadership of learning
Leadership of learning	Leadership of change
QI 1.5	Management of resources to promote equity
QI 2.2	Curriculum
QI 2.3	Learning, teaching and assessment
QI 2.6	Transitions
QI 2.7	Partnerships
QI 3.1	Improving wellbeing, equality and inclusion
QI 3.2	Raising attainment and achievement

Website: <http://www.milngavie.e-dunbarton.sch.uk/>

Email: office@milngavie.e-dunbarton.sch.uk



@HTMilngavie

Milngavie Primary School
Hillhead Street
Milngavie
G62 8AG

Rationale

Milngavie Primary School has agreed a communications policy to ensure that communication between home and school is clear, effective and timely. All communication must reflect our school values and our Charters. The school receives, creates and responds to a significant amount of communication on a daily basis. It is important for parents/carers and the school to have shared expectations and understanding about communication. This policy has been created in partnership with the Parent Council and all staff.

Scope of the Policy

This policy will cover core communication between parents/carers and the school/EYC in terms of:

- Telephone communication;
- Electronic communication;
- Written communication;
- Face to face communications;
- Consultation with parents/carers;
- Summary and links to corporate complaints handling policy;
- General Data Protection Regulations (GDPR) and confidentiality;
- Complaints; and
- Dealing with Communication that Challenges.

Policy Aims

This policy will:

- Ensure that all communication between home and school reflects our school values of Respect, Responsibility, Honesty, Fairness and Kindness.
- Promote open, two-way communication between home and school.
- Balance the expectations of parents/carers for frequent, useful and relevant communication with the needs and capacity of the school.
- Define roles and responsibilities.

- Ensure that home/school communication is inclusive and supports all parents/carers to participate.
- Ensure compliance with other EDC policies which link to home/school communication.

Roles and responsibilities

Head Teacher

The Head Teacher has overall responsibility for monitoring and reviewing the school's communications policy, in partnership with staff and parents/carers.

Senior Leadership Team

In the vast majority of instances, teachers and Early Years Workers will be the first point of contact. This may be at drop off and pick up times, using the 'from me to you' in infants, via learning Journals or by arranging to speak with the staff member outwith playroom/classroom working hours.

If further intervention is required, the Principal Teacher, the Depute Head of Centre/Depute Headteacher and the Head Teacher would be contacted in that order. However, issues such as Child Protection will go immediately to the Head Teacher, or a Depute, in their absence.

- **By telephoning the school office on 0141 955 2251**

If the SLT member is unavailable to take the call, the office team member will send an internal email to the member of staff to request a call back on behalf of the parent/carer.

- **By emailing the school office on office@milngavie.e-dunbarton.sch.uk**

The office staff will forward the email to the relevant member of staff.

By emailing or calling the EYC on 0141 955 2253 or emailing the EYC

Office on eyc@milngavie.e-dunbarton.sch.uk Issues for the EYC may be forwarded to the school Senior Leadership Team for action.

Class Teachers

Parents/carers can contact their child's class teacher in the following ways:

- **By telephoning the school office on 0141 955 2251**

Office staff will send an internal email to the member of staff to request a call back on behalf of the parent/carer, copying in the relevant link SLT member.

- **By emailing the school office on office@milngavie.e-dunbarton.sch.uk**

The office staff will forward the email to the relevant member of staff and copy in the relevant link SLT member.

Parents/carers should not approach class teachers at the beginning or end of the school day; we respectfully ask you to call or email the school office so that we can give you the time and privacy that you need.

Office Staff

Office staff are the first point of contact for parents/carers, on the phone, by email or face to face. Office staff will:

- Introduce themselves to parents/carers in all telephone and face to face communication.
- Forward call back requests and emails to the relevant link SLT member.
- Ask parents/carers to give information about why they are calling. This in turn helps link SLT members to prioritise need. Parents/carers may not wish to share information about why they are calling. This will be respected.
- Arrange interpreters for parents/carers who require this.

Parents/Carers

- Ensure the school/EYC has current contact details, including address, telephone number and email address.
- Contact the school/EYC in the first instance with compliments, comments and complaints. It is useful for parents/carers to use social media to network with each other for information sharing. However, it is not an appropriate space to share concerns or complaints about matters relating to the school/EYC. We strongly encourage parents/carers to speak to the school/EYC as in almost all occasions, the information that we read from WhatsApp and other platforms bear no reality to what has actually happened.

It is important for parents/carers and the school to have shared expectations with regards to the following modes of communication:

Telephone communication

The school office is open to accept telephone calls Monday to Friday between 8.15am and 4.00pm. The EYC does not have full week administrative cover, so please call the school office if require urgent assistance. Please note that the school phone number may not appear on your phone when we call you. It may appear as 0300 1234510 because this is the East Dunbartonshire Council switchboard number number.

In order to respond to calls efficiently and in a timely manner, we ask parents/carers to:

- Give their name
- Identify who they would like to speak with

- Give basic information about the reason for their call (as stated above, parents/carers may not wish to share any information and this will be respected).

We respectfully ask that Parents/carers do not leave sensitive or confidential information on the school answering machine.

Electronic Communication

We aim to be a paperless school and to share information electronically wherever possible. Parents/carers will receive the following information electronically:

- School newsletters
- School handbook - website
- Updates and notifications from East Dunbartonshire Council
- Electronic surveys from school and EDC to gather the views of parents/carers
- Curriculum information
- Policy and procedure updates
- Diary dates about school events
- Updates/notification of diary changes

School Website <http://www.milngavie.e-dunbarton.sch.uk/>

The school website contains information for reference. This includes our school handbook, policies and procedures.

There is an information section for parents in the school website. This contains information and updates from the Parent Council and PTA



Social Media

The only social media affiliated with the school is our Twitter page

[@HTMilngavie](#)

This is regularly updated with information about learning and teaching, special events and achievements. Parents/carers are encouraged to share good news stories about learning and achievement out of school. A 'Form' for doing this is on our website, but we are equally happy for you just to email the Office. Most information about your child's learning experience is found on your child's Learning Journal.

Groupcall Text Messaging Service

This enables us to send reminders, updates and information quickly. We can send Groupcall text messages to the whole school, groups and individuals. Please note that texts are sent to one nominated parent/carer. If you change your mobile phone number, please inform the office so that records can be updated.

Non-Residential Parent/Carers

Non- resident parents/carers can request to receive electronic communication from the school. Non-resident parents/carers should contact the school office to arrange this.

Written communication

At the beginning of each school session, parents/carers are asked to update their child's **Annual Data Check**. It is very important to check this carefully and update your contact details, emergency contact details and medical information. Parents/carers will also be asked to complete an **EV3 form**. This gives consent for your child to be outside of school at any time during the school session/EYC year. Please note, however, that parents/carers will be notified in advance of any plans to take your child off site.

In addition, you will receive paper copies of letters where **parental consent** is required, for example, permission to attend an after school club, evening event, residential excursion or medical check.

Parents/carers will receive an **end of session report** on their child's progress and achievement, this will be posted on their Learning Journal. (this is also the case for end of term updates and information on the areas of the curriculum being covered each term)

Face to face communication

Parents/carers are invited to meet with their child's teacher twice per year to discuss progress and achievement. In addition, staff are happy to respond to a request to meet with parents/carers. This can be arranged through contacting the school office.

Open events

Over the course of the school/EYC session, we welcome parents/carers to visit the school and EYC, attend year group assemblies and performances or to attend family learning events. The focus of these events is to give parents/carers experience of the wider life and work of the school/EYC, rather than to discuss individual pupils.

Consultation with parents/carers

The school and EYC will seek the views of parents/carers in the following ways:

- Parent Council meetings
- Electronic surveys and questionnaires
- Parent/carer views gathered and recorded in Health & Wellbeing assessments and Team Around the Child meetings
- Stay and Play events
- Parent/carer focus groups
- East Dunbartonshire Council consultations

General Data Protection Regulations (GDPR) and confidentiality

School and EYC staff will be polite, sensitive, helpful and discreet in their dealings with parents/carers. Information will be shared, recorded and stored in compliance with East Dunbartonshire Council's General Data Protection Regulations.

Complaints

We are keen that you should be completely satisfied about your child's education and we encourage feedback on our services from parents/carers and pupils. We are, therefore, interested in feedback of all kinds, whether it be comments, compliments, or complaints.

If, in particular, you have a complaint about the school/EYC, please let us know. It is better that these things are shared openly and resolved fairly, rather than being allowed to compromise the relationship between the family and the school/EYC. Complaints are valued by the school/EYC and dealt with in compliance with East Dunbartonshire Council's Complaints Handling procedure. A summary of this is detailed below:

You can contact the school/EYC in a number of ways to make a complaint. You can telephone, email or make an appointment to speak with a member of staff in person.

Your complaint will be acknowledged; the member of staff will summarise the key points in your complaint and tell you how it will be investigated. You will be asked how you want to receive feedback on your complaint and, if possible, given an indication of when this is likely to be. Please note that the member of staff will clarify whether you are making a complaint, or asking a question/looking for information.


In relation to making a complaint to the Local Authority:

- Stage 1 – Frontline resolution, we will always try to resolve the complaint quickly and to the customer's satisfaction wherever we can. This resolution will be provided within five working days, unless there are exceptional circumstances.
- Stage 2 – Investigation, if you are dissatisfied with the decision at stage 1, the complaint will be investigated, acknowledged in three working days and a decision provided as soon as possible but within twenty working days.
- If you are still unhappy after the further investigation and reply you can take the matter up with the Scottish Public Services Ombudsman, our reply will include the contact details.
- You should also note that you have the right to raise unresolved concerns with your local councillors, MSP or MP.

Dealing with Communication that Challenges

School staff reserve the right to terminate and report any communication that is deemed to be unacceptable for the following reasons:

- Refusal of person making telephoning the school/EYC to give their name.
- Aggressive or abusive communication – shouting, making threats and/or using bad language.
- Persistent or unrealistic demands that place unmanageable demands on staff will not be accepted. Requests will be met, wherever possible, and explanations will be given when they cannot be met by the school/EYC.
- The school/EYC will action East Dunbartonshire Council's Unacceptable Customer Behaviour Policy



Our Zero Tolerance Policy on Violence Towards our Employees

Our employees deserve a safe and respectful place to work.

Any act of violence, either physical or non physical such as assault, threats or name calling to an employee in the course of their duties will not be tolerated.

East Dunbartonshire Council will summon the assistance of the police to deal with perpetrators.

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East Dunbartonshire Council
www.eastdunbarton.gov.uk