

ST. MARY'S C.E. (A) PRIMARY SCHOOL, GREENFIELD

COMMUNICATION AGREEMENT 2019-20



As a parent/carer you are an important part of St Mary's School and good communication is vital to our successful partnership and ethos of care. In our various roles as Teachers, Support Staff, Managers and Governors we share your commitment to the well-being of all our pupils.

To support this partnership we promise to:

- Be approachable and listen to you
- Make sure that we respond to all phone calls politely
- Make sure that our written communications will be clear, understandable, timely and appropriate
- Carry out surveys to check levels of satisfaction, target areas for improvement and act on them
- Set an appointment date or respond to enquiries for general issues within 5 working days of the request, sooner where practically possible.
- Ensure that the Headteacher/Deputy Headteacher/Senior Teacher is on site to welcome the school community at the start of each day
- Maintain confidentiality whenever possible

In return we ask that you:

- Make an appointment through the school office to speak to a member of staff
- Please respect that teachers need to be in class with the children first thing in the morning and therefore unable to conduct lengthy conversations at this time
- Email the office FAO rather than the teacher or Headteacher direct
- Ask for a confidential discussion about a serious issue
- Listen to our advice and reasons for the action we take
- Accept that we may not always propose something that you agree with
- Be patient and polite to our staff even though you may be concerned, upset or angry. Aggression will not be tolerated in any circumstances
- Remember staff members will not discuss another child with you
- Use all means of communication relating to school, electronic or otherwise, in a respectful manner. This includes all applications of social media apps such as what's app, facebook or otherwise.

Although we will always deal with you calmly, sympathetically, professionally and with your child's best interests at heart, we ask you to appreciate that we have many parents/carers and pupils and remain patient when attending to your queries.

'We enjoy learning and achieving in a Christian environment'