



John Clare Primary School

Communication Statement

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At John Clare Primary School we aim to build good relationships with all our stakeholders and to resolve queries and concerns promptly. John Clare Primary School recognises that our school community has people from different backgrounds, different cultures and different beliefs and as such we consider a wide range of views in developing our policy and practice.

We establish our policy and plans based on legal requirements, academically researched methodology and the publicised ethos of our school. Therefore, we may not be able to align our practice with the wishes of every parent but we are committed to working with parents. We are unable to discuss the plans, provision or differentiation used with any child other than the parents own but we are happy to make time, by appointment, to discuss and resolve anything relating to your child's needs. We are happy to listen and consider parents' views and very much value parental input into plans, provision or differentiation used with their child or children.

John Clare Primary School use a digital communication system Parent Mail to share information with parents. Class teachers aim to respond to queries promptly, however there are a number of tasks that teachers complete outside the school's core hours. In normal circumstances, a response from the class teacher or school office will be given within 24-48 hours of receipt, except where a query has been sent and received over a weekend/school holiday. We understand that it is sometimes easiest to send communication while we are thinking about it, but in the interests of everyone's wellbeing and work-life balance, we encourage the use of 'schedule send' facilities when sending emails.

In the first instance, we would encourage all queries to be directed to your child's class teacher because they know your child best. If you feel you have not had a resolution to your query the next step is a member of the Senior Leadership Team, usually the Deputy Headteacher. Our Complaints Policy can be found on our website if you feel this is needed. If parents/carers feel they need to escalate their concerns and need to do this through the school's procedures before contacting other external organisations e.g. Ofsted.

On occasions, to ensure smooth communication and a positive relationship between all parties, we may direct queries through one point of contact or through written communication only.

To ensure good communication about school life, we provide a weekly newsletter which contains information about our recent activity along with key dates and messages.

Our website is an important source of information about our day-to-day school activity and is the best and first place for parents, carers and stakeholders. We provide a search facility to make accessing information even quicker. If, after looking on our website, you are still unsure please contact our school office on 01733 252332 or office@johnclareprimary.org.