

BFS Naples Communications with Parents Policy

In our school we aim to have clear and effective communications with parents and the wider community. Effective communication enables us to share our aims and values through keeping parents well informed about school life. This reinforces the importance of the role that parents play in supporting the school in educating their children.

We communicate with parents through a range of different ways. Some of our communications are the result of a statutory requirement, others reflect what we believe is important to our school. Good communication between the school and the home is essential. Children achieve more when schools and parents work together. Parents can support more if they know what the school is trying to achieve, and how they can help.

School Prospectus

The school Information Booklet for Parents contains a range of specified information that gives parents a full picture of provision at BFS Naples. This booklet is updated at least annually and distributed to all new parents and existing parents at the Welcome Afternoon held early in September each year. A hard copy can be requested from the school office but an electronic copy can be found on the school website.

School Website (cLc)

The website is continually updated and reflects information and activities of the whole school community. Suggestions for improvements and items for addition are welcomed.

Home School Agreement

Like all maintained schools in UK we have a home school agreement (see Annex A) and you and your child will be invited to sign it following enrolment. The Home School Agreement sets out the expectations for all, which in turn help, to ensure communication works effectively both ways - between home and school.

School Office Communication

The school office welcomes parents and other stakeholders to the school and always strives to help and sort out any queries or problems in a professional and friendly manner. If the office is unable to help for any reason they will contact the person who is able to help as soon as possible. Parents will be informed of school activities in a variety of ways, such as newsletters, emails, letters sent home via the children, telephone contact and the school website.

The School Office is open as follows

Winter Hours: 08.15 – 15:15hrs (14:45 on Fridays)

Summer Hours: 08:15 – 13:15 hrs

Parents are expected to ensure contact details are kept up to date at all times and share any information affecting their child(ren). Parents should endeavour to give advance warning, as far as is possible, of any changes which may affect their child.

School Reception Notice Boards/White Board

Our Reception notice boards and white board serve as a very useful means of weekly communication between school and parents. Any parent wishing to place a notice on the board should do so via the school office.

School Newsletter

The weekly newsletter are sent home each Thursday with the eldest school age child in the family and include a diary of events, keeps the wider school community abreast of details of forthcoming events and shares and celebrates activities the children have undertaken. The letter is also displayed in Reception and posted on the school website in the newsroom section. It is a parent's responsibility to read the weekly newsletter and to contact the office where one was not received by the following Monday each week.

School Council

We have a School Council which is elected by the children for the children. All the children belong to their Class Council and elections are held for the School Council at the start of the academic year. The School Council meet regularly following an agenda and report back to the Class Councils. The Council gets involved in the life of the school and undertakes school projects which are usually featured in the newsletter.

Class information

At the beginning of each term, class teachers prepare a class letter together with a curriculum overview of learning planned in the forthcoming term. Other class letters relating to class learning and events etc. are shared as appropriate.

Routine communication with the class teacher

- **Meet and greet class teacher appointments** are made in early September annually and 3-4 weeks after admission thereafter to meet the new class teacher to discuss how they have settled into the class and the continuity of their learning.
- **Home-school reading diary.** This enables parents to record comments on reading and to request help from the class teacher.
- **Homework** is usually set each week with teachers providing opportunities for parents to check learning tasks and receive feedback from completed tasks in accordance with the homework policy.
- **Parent Consultations** with the class teacher are arranged in the autumn and spring terms to discuss pupil progress and next steps in learning. Parents are invited to build in time before or after the appointment to look at their child's work.
- **Annual pupil end of year reports to parents** will be written on the progress of learning during the academic year. This report includes areas of strength and areas for future development. In our school we ask the children to comment on their own progress, and parents to make a similar comment. We also include statutory assessment information for those children in Foundation Stage 2, Year 1 (Phonic screening), Year 2 and Year 6 following statutory assessments

Additional communication with class teachers

All teachers work very hard to ensure that each child is happy at school, and are making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress. Therefore the class teacher should always be the first point of contact for parents if they have any questions or concerns. Generally speaking, the start of the day is very busy and whilst teachers will be available, it may not be the best time for a detailed discussion. Where parents need to share key information that is relevant for the day ahead, this is appropriately shared on arrival in the morning. Otherwise parents are encouraged to make an after school individual appointment at a mutually convenient time when the matter can receive the undivided attention of the teacher.

All parent communications are logged in a class book. Where parent/teacher individual appointments are made, a meeting record is completed (Annex B) as keeping records of telephone discussions and meetings is important in helping to ensure that action plans are successfully manage. A complaints procedure is in place where needed (see Annex C).

Opportunities for parents and community members to volunteer help within school

At BFS Naples we are fortunate to have a number of parents and community members who help in school in a variety of ways. We welcome voluntary assistance from parents and other adults subject to necessary safeguarding checks. If parents have a talent or skill that could benefit the children and the wider school community we would value the opportunity to make use of this. Parents should contact the office in the first instance.

School Governance Committee (SGC)

SGC is made up of parents, staff and military community representatives who work in partnership with the school to achieve the best for the children. Meetings take place each term, training is available and members regularly visit the school. Parent representatives are a vital communication link between the school & the wider parent community.

Friends of the School (FoBFS)

The Friends of the British Forces School is a very active committee which mirrors a parent/teacher association. News of activities organised by this committee is circulated by the School and other community outlets e.g. HIVE. An Annual General Meeting is held during the Autumn Term to which all parents are invited. The Chair always welcomes new members to the Committee. Please contact the school office for more information if you would like to be involved.

Parent Feedback

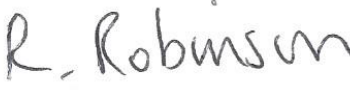
Parent feedback is always welcomed and is regularly sought to support our continuous self-evaluation and consideration of ways that our school policy and procedures including communication system can be improved. Parent comment on events, workshops, activities and procedures is regularly sought throughout the school year typically via the weekly newsletter (such as surveys) or from feedback from parent workshops etc. Where appropriate these outcomes are then fed back to parents via the school newsletter.

Policy reviewed and updated: September 2018

Date of Next Review: September 2019

HOME SCHOOL AGREEMENT

	Teachers	Parents	Children
Attendance	The school will make the parents aware of any concern regarding their child's attendance.	Parents will ensure <ul style="list-style-type: none"> regular school attendance and be aware of their legal responsibilities; that their child arrives at school punctually and prepared for the school day; that they contact the school daily of any absence; Notify school immediately of any changes to emergency contact details 	
Curriculum	The school will ensure that the requirements of the National Curriculum and National Assessments are met.	The parents will try to attend information evenings and read papers issued by the school which relate to curriculum matters.	The child will try to take every opportunity to benefit from the National Curriculum.
Homework	The school will provide a reasonable amount of homework in line with the homework policy.	Parents will try to support their child in homework and other home-learning.	The child will try to do their homework as well as they can.
Behaviour	The school will aim to achieve high standards of behaviour through building good relationships and developing a sense of responsibility.	Parents will try to support the school's aims and guidelines for behaviour.	The child will try to keep to the school's Golden Rules and their classroom rules.
Discussion	The school will encourage parents and children to discuss any topics of concern to the school.	Parents will try to inform the class teacher of any concerns or problems, which might affect their child's work or behaviour.	The child will try to tell their parents and teachers of any concerns they have over work or behaviour.
Involvement	The school will try to be open and welcoming at all times offering opportunities for parents to become involved in the daily life of the school.	Parents will try to attend school activities and special events.	

Headteacher's Signature:	 MRS R Robinson	Date:
Parent's Signature:		Date:
Child's Name / Signature:		Date:

Meeting Record

Date:
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Time:

Duration:

Discussion between:

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Discussion initiated by:

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Purpose of discussion:

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Telephone/Face-to-face

Main Points Discussed:

Agreed Actions:	By whom?	When and how review and/or feedback?

Record completed by:

Date completed:

Copy of record to: Headteacher, School file

Copy to parents on request. Date sent to parents:

COMPLAINTS PROCEDURE

We believe that our school provides a good education for all our children, and that the staff work very hard to build positive relationships with all parents. However, the school is obliged to have procedures in place in case there are complaints by parents.

1. If a parent is concerned about anything to do with the education that we are providing at our school, they should, in the first instance, discuss the matter with their child's class teacher. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school, and are making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress.
2. Where a parent feels that a situation has not been resolved through contact with the class teacher, they should make an appointment to discuss the matter with the Assistant Headteacher. Most complaints are normally resolved at this stage.
3. In the rare event that the situation has not been resolved through contact with the Assistant Headteacher, they should complete a complaints form available from the School and make an appointment to discuss it with the Headteacher. The Headteacher considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage.
4. In the rare event that the situation has not been resolved through contact with the Headteacher, they should complete a complaints form to refer the matter to the Complaints Sub-Committee of the SGC using the complaints form. This Sub-Committee (which must not include the Headteacher or any staff member) will consider the complaint accordingly.

The extant Complaints Procedure for MOD Schools issued by Directorate Children and Young People (DCYP) is available on the School website (cLc) and a paper copy can be provided on request.