



| <b><u>Communications procedures in school 2025/2026</u></b> |  |  |
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| <b><u>Communication method</u></b>                          | <b><u>Purpose/overview</u></b>   | <b><u>Guidelines</u></b>   |
| <b>Website</b>  | <p>Our school website is the main information point for parents/carers and the wider community.</p> <p>All information about our school will be posted to this site:<br/> <a href="https://www.grovevale.co.uk/">https://www.grovevale.co.uk/</a></p> <p>All enquires need to be emailed into the school via the contact page on the website.<br/> <a href="https://www.grovevale.co.uk/contact">https://www.grovevale.co.uk/contact</a></p>                         | <ul style="list-style-type: none"> <li>• All information about our school will be shared via the website. If you spot something missing then get in touch.</li> <li>• The website will be updated as frequently as possible but, occasionally, if there are inaccuracies then please let us know.</li> </ul>   |
| <b>Email (Parent Pay)</b>                                   | <p>We shall email all letters (that don't require a reply) via Parent pay as long as we have an email address registered for you.</p> <p>If a parent/carer wishes to email a member of staff at the school, contact can be made via the contact page on the website<br/> <a href="https://www.grovevale.co.uk/contact">https://www.grovevale.co.uk/contact</a>.</p> <p><b><u>Please do not email a staff member directly, they will not be responded to.</u></b></p> | <ul style="list-style-type: none"> <li>• Emails are not monitored constantly. Therefore, any urgent messages should be passed on by contacting the school directly on 0121 357 4319</li> <li>• Staff are not expected to respond 'out of hours' so please be patient if emailing in the evening.</li> <li>• Please remember that teachers cannot reply or return your call immediately if teaching.</li> <li>• Your query (if not urgent) will be responded to via email or phone within 3 working days</li> </ul> |
| <b>Phone</b>  | <p>Please phone the office on 0121 357 4319 if there are any urgent messages to be passed on, you seek clarification or would like to leave a message.</p>   | <ul style="list-style-type: none"> <li>• Phonecalls will be returned when possible and based upon the urgency of the matter. <b>We aim to return a phone call within 3 days</b> if it is not urgent.</li> <li>• The return phone call may be delegated in school to another member of staff depending on matter raised. School will use their</li> </ul>   |



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|  |  | own discretion to determine this.   |
| <b>Grove Valer – weekly newsletter</b>             | Newsletters will be published EVERY FRIDAY and contain a summary of new, information and dates. This will be emailed home and posted to our website.                                     | <ul style="list-style-type: none"><li>• Newsletters will not be sent as a hard copy so please ensure your email address (for both parents/carers) is up-to-date or check our website.</li></ul> |
| <b>Tapestry (Little Valers and Reception only)</b> | Online learning journal where parents can view and comment on their child's learning in school. Contributions for home learning can be uploaded and commented upon by parents and staff. | <ul style="list-style-type: none"><li>• Parents can ask questions/queries in response to school memos</li><li>• Staff will aim to respond to any questions within 48 hours</li></ul>            |

Please note that in school, we have a **graduated response to deal with concerns**. School are happy to listen to concerns and welcome feedback. We are ask that issues/concerns are dealt with by the class teacher in the first instance, if they remove unresolved the issue will then be dealt with by the phase leader. Miss Dubidat will deal with concerns in relation to attendance and leave of absence.

Mrs Connop, Mrs Bunch, Mrs Pickett, Mrs Howell and Miss Dubidat deal with concerns if the matter remains unresolved over time or it is a safeguarding concern. If SLT are involved immediately with an issue then there would be no means to escalate the problem to be dealt at a more senior level if it remains unresolved.

Grove Vale Primary School would encourage face to face communication between staff and parents/carers wherever possible. Where the communication methods listed above are used, it is important that messages are in line with the expectations of our Code of Conduct.

