

Home School Communication Overview

(go to <https://www.seven-stars.lancsngfl.ac.uk/parents/policies> to read the full policy)

During the current pandemic we are exploring ways to develop effective home-school communication

- Children achieve more and feel safe when school and home communicate respectfully as partners
- If there is a problem we want to work together in a polite way to put matters right.
- All communication will be treated with the highest level of confidentiality

We ask Parents/Guardians/Carers to ensure that they:

- Communicate with respect and courtesy
- Read any key communications (texts, school newsletter, emails, Class Dojo messages)
- Respond to anything that requires a response within the requested time-frame
- Raise concerns POLITELY at the earliest opportunity with the teacher (if it is class-based) or school (for other matters – see the next page for who is best)
- Let us know if you have changed your email, mobile or other contact details

School is a very busy place where teaching is our main priority so **messages will not necessarily be answered immediately but we aim to reply within 3 working days during term time**

If you have not had a reply within 3 working days please re-contact the school. If it is genuinely urgent however we will seek to get back to you, if required, as soon as we possibly can.

How will we communicate with each other?

Email - office@seven-stars.lancs.sch.uk

<https://www.seven-stars.lancsngfl.ac.uk/contact>

Parentpay/email

For the weekly newsletter, information about whole school events and all letters relevant to the whole school (as well as messages to specific groups) – please sign up if you have not done so

Class Dojo

For direct messages between class teachers and parents (as well as for home learning) Please sign up. It is ONLY for:

- essential messages that the teacher needs to know (do NOT send lots of messages)
- positive comments about your child (e.g. celebrating something good at home or school)
- polite enquiries about incidents that may have happened during the day

It is **NOT** for:

- negative and harsh comments directed towards school staff (there is a separate complaints procedure and any issues can be discussed politely without being rude or angry)
- negative comments, videos or photos of your child or others

Staff will not respond to rude or impolite messages (any messages that lack politeness will be forwarded to the Senior Leadership team who will deal with the matter in an appropriate and professional way)

Teachers will only answer messages between 8am and 5.30pm and not while they are teaching, not at the weekend and not in the holidays.

Telephone (01772 422503)

Our office staff work very hard dealing with a lot of difficult situations and tough deadlines

- they have the right to be treated with respect and will put the phone down on any caller being rude, disrespectful or impolite (and the Senior Leadership Team will be made aware of any impolite behaviour)
- Please make sure we have told us your current contact number in case of emergencies

Text (make sure we have your current mobile phone number)

Facebook (for short posts/messages and reminders and celebration of Seven Stars events)

Web-site (where all of our key information and news is found): <https://www.seven-stars.lancsngfl.ac.uk/>

WHO TO CONTACT FOR WHAT

<p>School Office (Mrs Pullin: School Business Manager; Ms Dennett in the morning; Mrs Holmes in the afternoon; Miss Moor in the mornings)</p>	<p>General enquiries, taking messages or making appointments Reporting your child absent Booking into Breakfast or After-school club (Thursday 3.30pm cut off for the following week) Updating your contact details Informing school of medical appointments Collection arrangements School uniform Asking general information Enquiries regarding payments/Parentpay</p>
<p>Mrs Wright, Family Support Manager / DSL</p>	<p>Parents and families who want advice (for support) Supporting parents in the safeguarding of children Supporting families who are going through a difficult time or need advice about services General safeguarding matters (Mrs Wright also oversees the after-school and breakfast clubs) Visit for links to Family Support: https://www.seven-stars.lancsngfl.ac.uk/parents/family-support</p>
<p>Miss Moor, Well-being Mentor (including attendance)</p>	<p>Attendance issues Requesting time off for pupils Supporting children across school with their well-being (social, emotional and mental) Linking with Mrs Wright to support parent/family well-being</p>
<p>Mrs Walsh Deputy Head SENDCO Remote Learning Lead</p>	<p>Enquiries relating to Special Educational Needs or Looked After Children</p> <p>Enquiries about Remote Learning / Class Dojo / Home Learning (Mrs Walsh is also a class teacher and is very busy with many responsibilities so will respond as soon as she can and within 3 working days – contact us again if you have not heard within 3 working days)</p>
<p>Class Teachers</p>	<p>Teachers should be the <u>first person</u> to message (on Dojo or by a call/email to the office) about any issues concerning your child whether about their work, their behaviour or their well-being in class</p> <p>Class teachers will be busy during lesson time and will not be able to take phone calls or answer messages on Class Dojo. They will answer (if an answer is required) as soon as they can and if it is not urgent within 3 working days.</p> <p>They will only answer between 8am and 5.30pm, not while teaching, not at the weekends and not in the holidays.</p>
<p>Mr Mitchell, Headteacher</p>	<p>Mr Mitchell is often in meetings or spending time with the children so it is best (if the matter is not urgent and cannot be dealt with by any other staff member above) to either leave a message or make an appointment and he will get back to you as soon as possible (within 3 working days)</p> <p>If he does not get back to you within 3 working day (there are lots of reasons why he may not) then please contact the school again</p>