



Rosneath Primary and ELC

Parental Communication Policy



UNCRC:

Article 3 Adults must do what is best for me

Article 6 I should be supported to live and grow

Article 28 I have the right to an education

We aim to ensure that communication between school, ELC and families is:

- welcoming, respectful and inclusive;
- clear, appropriate and timely;
- accessible to all parents and carers;
- handled sensitively and confidentially where appropriate; and
- focused on supporting the best outcomes for children.
- We recognise that different types of communication are appropriate for different purposes. This policy sets out the ways in which parents and carers can communicate with staff and how we will ensure that important information is received and responded to appropriately.

We value opportunities to meet with parents and carers and recognise that face-to-face conversations can be an important part of building positive relationships and working together to support children. Parents and carers are welcome to arrange a meeting with a member of staff whenever they feel this would be helpful.

To ensure that the appropriate member of staff is available and able to give the matter the time and attention it requires, we ask that parents and carers contact the school in advance to arrange a suitable time. While we operate an open-door approach, staff may not always be available to meet if a parent or carer arrives without an appointment, due to teaching, learning, care responsibilities or other commitments.

We will always endeavour to arrange a meeting at a mutually convenient time and, where appropriate, involve other members of staff or relevant professionals to ensure that the matter can be discussed fully.

Start and End of Day Communication

We value the opportunity for brief, informal communication with parents and carers at the beginning and end of the school day. Sharing short pieces of information, such as updates about your child's morning, changes to arrangements, or other relevant day-to-day information, can help us to support your child effectively.

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However, due to the busy nature of the start and end of the school day, and to ensure that confidential or sensitive information is discussed appropriately, we ask that parents and carers do not share confidential information during these brief conversations. If you need to discuss something sensitive, personal or that requires a more detailed conversation, please contact the school by email or telephone to arrange a suitable time to speak with a member of staff.

This allows us to ensure that information is handled sensitively and that staff have the time and privacy needed to listen and respond appropriately.

Seesaw

Seesaw is used as a platform for informal communication between school/ELC and families. We welcome parents and carers commenting on posts and engaging with their child's learning and experiences shared through Seesaw.

Where parents or carers need to share important information about their child, raise a concern, provide information that requires a response, or discuss a matter relating to their child's wellbeing or learning, we ask that this is communicated by email or telephone rather than through Seesaw. This ensures that important information is received, recorded and responded to appropriately.

Email Communication

To ensure that all correspondence is received and directed to the appropriate member of staff, parents and carers are asked to send all email communication to the school enquiries email address:

enquiries-rosneath@argyll-bute.gov.uk

This includes correspondence intended for individual members of staff. Using the school enquiries address helps to ensure that emails are received promptly and are not missed when a member of staff is absent or unavailable.

All email communication from Rosneath Primary and ELC will be sent from the school enquiries email address. Parents and carers are therefore requested to use this address as the main point of contact for email communication with the school.

We aim to ensure that communication with families is welcoming, respectful, timely and effective, recognising that strong partnerships between home and school are central to supporting children's learning, wellbeing and development.



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Monitoring and Review

It is the responsibility of the Head Teacher along with the staff to monitor, evaluate and review the above arrangements and to adjust them according to need.