



Communication Protocol 2023-24

At Tudor Grange Primary Academy St James we believe that, as part of our commitment to providing a high-quality education in a nurturing environment to all our pupils, good communication with parents is paramount and we endeavour to do this to the best of our ability.

How we communicate

Depending on the nature of information or issue being discussed, we typically communicate with parents through the following means:

- In person (through a face-to-face meeting)
- On the telephone via the school office (0121 744 7987)
- Letters (sent out via BromCom's email system)
- Individual messages to parents (sent out via Bromcom's email system)
- Messages in the pupil's Homework Diary
- The school website www.stjames.tgacademy.org.uk (where the information is relevant to all parents)
- The school noticeboards (located next to the vehicle gate at the front of school)
- Via email from the main school office account (office@stjames.tgacademy.org.uk)

A member of staff is available on both the main playground gate and the EYFS gate in the morning to take brief messages which will be passed on to the relevant class teacher. Teachers are also available at the end of the school day to speak to parents as they dismiss children from the playground or the EYFS gate. However, should parents/carers wish to have a longer conversation it is important that they make an appointment to speak to the teacher via the school office or request a phone call using the homework diary.

It is not our policy to typically expect staff to communicate with individual parents/carers via email as this becomes time consuming and untenable over time, and therefore can be detrimental to the day to day running of the school and ensuring that staff are working in the best interests of all pupils according to their role. However, should a parent/carer need to ensure that a message reaches a member of the teaching staff during the day, they should email the main school office to office@stjames.tgacademy.org.uk (stating who the email is for the attention of), or alternatively can phone the school on 0121 744 7897 and leave a message. If your message is of an urgent nature, we would always recommend making a telephone call to the school office.

Resolving Concerns

Most issues can be resolved quickly through effective communication and working in partnership together. We aim to respond to any issues that arise in a prompt and professional manner and to engage with parents to support the best interests of their children. We believe that parents/carers should expect the best for their children and have a right to express any concerns they have. Alongside this, we expect that all of our teachers, associate staff and pupils are able to work and learn in a safe and secure environment.

Parents are encouraged to raise concerns with the class teachers in the first instance. They are best placed to deal with issues arising as they know the children well and spend the most time with them.

The next step would be to arrange a meeting with the relevant member of the senior leadership team:

- EYFS concerns (nursery and reception) and KS1 concerns (Year 1 and 2) should be directed to Mrs Fenlon, EYFS Lead and Deputy Head of School.
- KS2 (Years 3 – 6) concerns should be directed to Miss Court, KS2 Lead.

Further escalation of the matter could be to Mrs Fenlon, Deputy Head of School or Mrs Lynch, Principal.

If parents/carers do raise a concern, an initial response or acknowledgment should usually be provided to parents/carers within **forty-eight working hours**. Please bear in mind that not all staff work full-time, and responses will be made within their working time. This will then be followed up in whatever manner is appropriate and agreed (which may include arranging an opportunity to gather more details).

Pupil Office 365 Accounts

Occasionally you may be asked, as a parent / carer, to use your child's Office365 account to access events such as parents evening, view recorded performances etc. However, we politely request that parents do not use the chat or email features to contact staff directly. Any emails received will be forwarded to the office email (or to Mrs Lynch depending on the nature of the content) and will be dealt with in line with the protocol detailed above.

In cases of remote learning, all live learning delivered through Office 365 / Teams will be recorded by the teacher. Pupils engaging in live learning should (unless otherwise directed by the staff member leading the session) turn on their camera and switch off their microphone. The recording of still images, filmed images or audio of staff or other pupils without permission, and the distribution of such images, is strictly forbidden. This includes any parent meetings that may be organised through teams. A pop-up message on the screen will alert all users that a recording has begun.