



## Tradewinds Communication Policy

### Communication from school

TradeWinds Academy believes that effective communication is an important requirement for the smooth running of a school. TradeWinds Academy will inform parents using the following forms of communication:

- Newsletters
- Email
- Letters home
- Notes from the teacher in the home-school link book.
  - Please note, this will only be done as necessary to relay important information pertinent to the individual child. This will be different in EYFS, where teachers will endeavor to provide weekly updates about the children's learning.
- School website
- Social media pages
- Text messages or Whatsapp
- Occasionally school staff may need to speak to parents at the end of the school day either to provide non-urgent information or to arrange an appointment.

### Accident or injury

If a child has had a minor injury during the day, the teacher will inform the parent at the end of the day using a 'bump note' if necessary

If the nature of the injury is more serious requiring medical attention the parents or guardians will be contacted by phone and informed as to the nature of the incident.

### Urgent Contact

If teachers need to relay information to parents **urgently** they will:

- Arrange a phone call to parents

If parents do not answer, school staff will

- Leave a voicemail where possible or typed message and contact other designated guardians where necessary



## Communication from families

If parents have something that they wish to discuss with the class teacher they may

- Request a meeting with the teacher (requests can be verbal or written either with the teacher or through the school administrator)
  - *Parents are reminded that teachers are not available for discussion at the beginning of the day as they will be responsible for the children and their learning.*

If parents have important information for teachers, they can choose to:

- Email the school administrator
- Call or text/Whatsapp the school administrator
- Write a note in the home/school diary for the child to pass to their teacher at the beginning of the day.
- Write a letter addressed to the class teacher and leave with the school administrator

If parents have a concern regarding a school-wide issue they may choose to:

- Email the school administrator
- Arrange an appointment with a head teacher
- Relay their concerns to the class representative
- Voice their concerns at the PTA meetings