



Communication Procedures

The school office can be contacted between 8.30am and 3.45pm on school weekdays.

Postal Address	Telephone	Email	Twitter	Facebook
Fossebrook Primary School Holmfield Avenue West Leicester Forest East Leicestershire LE3 3FF	0116 308 7966	admin@fossebrook.org.uk	https://twitter.com/fossebrookps	https://www.facebook.com/FossebrookPrimarySchool1

Message, Queries, Concerns	Person to Contact	Our School Offer
If your child is absent from school...	Please notify the school office each day of absence by 9:30 am either by telephone on 0116 3087966 (where you can leave a message) or in person. Please note that this notification does not guarantee that absences will be authorised. Please ensure this is the only way you report an absence – if a message is sent via Teams to the class teacher or by ClassDojo it may not be picked Up.	The office staff will contact you after 10am if they do not receive notification of absence. School will monitor whole school and individual pupil attendance. If a child's attendance drops below 96%, their attendance is monitored, and parents may receive a letter from the school or from CAWs.
If you have a quick message for your child's teacher about collection, concerns, home learning...	If you need to contact your child's class teacher, please contact them directly through ClassDojo Messenger. Alternatively, you can talk to your child's teacher on the playground at the end of the day-after the class has been dismissed; a member of staff will always be outside every afternoon. If you cannot speak to the class teacher directly, please be assured any messages will be passed on by members of staff.	Staff release the children from the classrooms at the end of the school day. This is the best time to speak to a member of staff. Always speak to the classroom teacher first which can be done via their direct ClassDojo Messenger.



<p>If you would like to talk about your child's learning progress...</p>	<p>Please message your child's class teacher to make an appointment.</p>	<p>We hold two parents' evenings throughout the year – one in the autumn term and one in the spring term Reports are written and given to parents at the end of the academic year (July). Curriculum information and updates can be viewed on the school website and via the monthly newsletters.</p>
<p>If you are concerned about social behaviours or bullying...</p>	<p>Please message your child's class teacher to make an appointment.</p>	<p>Behaviour is monitored and recorded. You will be informed verbally if there are any behavioural concerns with your child/ren which will be dealt with immediately. If there are more ongoing behavioural concerns, you may be asked to come into school for a meeting.</p>
<p>If you would like to discuss something related to your child's teacher...</p>	<p>Please send a message on ClassDojo to either Mrs Evans or Mrs Wallis</p>	
<p>If you would like to discuss your child's special educational needs...</p>	<p>Please send a message on ClassDojo Mrs Wallis</p>	<p>Parents of children with SEND will be invited to four teacher meetings throughout the academic year. Parents will be informed of their child's targets each term.</p>
<p>If you would like to find out about after school clubs or have a query...</p>	<p>Check the school website, email the office on admin@fossebrook.org.uk or ask at the school office.</p>	
<p>If you have a query about Wrap Around Care...</p>	<p>Please contact please contact the school office or access information via the Parent Mail booking system who will provide further details for how you can contact WAC directly.</p>	<p>The school website offers detailed information about WAC (Wrap Around Care).</p>



If you have a payment query ...	Enquiries can be made to the school's office staff.	Every parent should be able to access Arbor now. Fossebrook is now a cashless school. Arbor allows parents to check their payment history for trips, clubs, and other events.
If you have a school dinner enquiry ...	You can now book dinners directly on SchoolGrid. However, if you have any concerns, please contact the school office.	
If you wanted to check if the school is open...	Please check the school website, your ClassDojo, Social Media Accounts or Leicestershire school closures online.	

If having followed the steps above, and your question or concern is not resolved, please make an appointment with the school office to meet with your child's phase leader.

EYFS – Holly Cooper

Key Stage 1 – Lucy Upton

Key Stage 2 – Abbie Hunt

If you would like to contact the Advisory Board members, they may be contacted directly, in writing, via the school office. All correspondence must be sealed and addressed to the Chair of the Advisory Board, Mrs Erica Dodd.

Communication via the following forms:

Formal letters (sent via the school office)

Staff will endeavour to reply to parents' letters as quickly as possible. Letters will be acknowledged in 2 working days from receipt and a reply sent within 10 working days. Letters must be approved by the Headteacher or a member of SLT before posting. Copies of correspondence with parents will be placed on the pupil's file and on CPOMs.

E-Mail

Email is a quick, effective way of communicating information. However, it does not replace face-to face meetings where some discussion is required.

All e-mail should be treated as letters and should be checked carefully for technical errors and tone. Staff should acknowledge e-mails within 2 working days and if necessary, a reply will be sent via the office. **Under no circumstances will teaching staff contact pupils, parents or conduct any school business using personal and school email addresses.**



Telephone calls

Staff should take notes about the content of telephone calls, as they would with meetings with parents. Notes from telephone calls, including main points of discussion and action required/taken should be logged and filed in their pupils file and on CPOMs.

If a child is absent from school and we have no indication of the reason, administrative staff will contact a parent on the same day, to find out the reason for the absence.

Parent Mail

We encourage all parents to inform the school of their current e-mail address, to allow them access to Arbor through our MIS (Management Information System), which is a quick, economic, and efficient method for the school to communicate with parents. A record of those who do not have access to Arbor is maintained and they will receive a paper copy of any correspondence. Arbor is used to send out a variety of information, either to a targeted group, or to all parents on Arbor. The newsletter, information about whole school events and all letters relevant to the whole school are sent out to all parents on Arbor and in addition, some specific communications regarding trips and events are sent out to the relevant groups of parents. It is our aim to have 100% of parents signed up to Arbor to facilitate paperless communication.

Meeting with Parents

We encourage parents to contact their child's class teacher if issues arise regarding their child's progress, wellbeing or any other issues in which are concerning their child.

If a parent/carer feels as though there are persistent or serious issues, parents should contact the relevant Phase Leader. Any parent wishing to meet with a member of staff should contact them by ClassDojo and request a meeting or telephone conversation with that member of staff. This will then be arranged at a time convenient to both parties. The subject for that meeting should be shared in advance to help staff to be fully prepared to ensure the meeting is productive.

Parents should not come to the school to talk to a member of staff without an appointment. Staff members may be unavailable to meet should this happen.

Parents (like all visitors) should report to reception prior to meeting with a member of staff. If the meeting is due to take place outside office hours, separate arrangements can be made. If a meeting with a parent is taking place outside normal school hours, the member of staff will be accompanied by another colleague. It is perfectly acceptable to call a meeting to a close to allow time for further investigation.

When a pupil is accompanying a parent for a meeting, it is perfectly acceptable to ask a pupil to remain out of the meeting for part of it, particularly when a parent is critiquing a teacher or any aspect of the school. It is damaging to the relationship with the pupil for them to witness this, but parents may need to air particular feelings, and this is a useful mechanism for this. The teacher should not feel threatened at any time and is encouraged to stop a meeting, especially if they are meeting with the parent on their own.

Planned meetings

At the beginning of the school year class meetings are arranged to share the new class rules, curriculum, routines, and additional information. Should a class teacher change during the year these meetings will be revisited where possible.



Meetings are held prior to any residential trip to inform parents of planning, content, and arrangements.

A meeting for new reception parents is held in July each year. Additional meetings include a Reception 'settling in' event for parents and pupils. These take place in the summer 2 term and the autumn 1 term.

Possible contentious meetings

A member of staff may ask for another member of staff to accompany them and should always do so when the meeting may be contentious or vexatious in any way or if their input will add value to the meeting. When possible, a Phase Leader will attend this meeting. The key discussion points, actions and decisions will be recorded.

Staff will call a meeting to a close in the event of the parent becoming angry or abusive. The member of staff will report such an incident to a member of the leadership team and seek further advice. The Headteacher will either accompany the member of staff to a further meeting with the parent or hold it without the original member of staff present.

Social Networking Sites/Blogs etc (Also see the Online Safety Policy)

Staff will not communicate with parents or pupils via social networking sites nor accept them as their "friends." The exception is networks or blogs set up specifically for the purpose of teaching and learning.

Written reports

Once a year, a full written report is sent to parents on their child's progress in each subject. The report identifies areas of strength and areas for further development. Pupils are also given the opportunity to comment on their own progress and parents are invited to make a comment. In addition, parents meet their child's teacher twice a year, at parents' evening. When pupils have special educational needs, or if they are making less than expected progress or experiencing behavioural or disciplinary difficulties, we will call a meeting with Parent's to work together to support their child's learning.

School Website

The school website provides information about the school and an opportunity to promote the school to a wider audience and provide guidance on admissions for prospective parents and pupils. It also has a regularly updated area for information for current parents. In addition, it has up-to-date policies available for parents to view.

Public Access Documents

Curriculum information, policies and copies of recent letters will be available on the school website. Key dates for the year (where possible) are sent out in September.

Home-school Communication

All pupils are issued with a **reading record**. This enables parents to record a wide range of information that they wish to share with the teachers to communicate with parents. Most importantly, parents should use the logs to check independent learning work and the pupil's record of reading. This can also be used to communicate day-to-day issues with the teacher. **Parents and a member of staff should check and sign the record at least weekly.**

A calendar of school events is available on the website and is updated on the key dates that are sent out in September, the upcoming terms dates are always shared in the newsletter. The school's newsletter is published monthly and is sent to all parents, it is also available on the school website. Members of the school will be invited and are encouraged to contribute appropriate items to the newsletter which should be e-mailed to the Headteacher.



Communication with other schools and outside agencies

Before joining new pupils are encouraged to visit in the school prior to starting. We offer taster days/sessions. Following parental permission, we will contact the previous school to help gather key information to aid this process. We will receive the individual pupil file and CPOMs records from the previous school once that child is on roll.

Visits from External Agencies (See also Equality Information and Objectives Policy)

As part of our curriculum and extra-curricular provision, we will regularly invite guest speakers, experts, and representatives from a range of organisations and institutions to the school to speak to and engage with our pupils. Prior to these visits, we will agree the terms and content of their input into the provision and ensure that it is in accordance with our policies. From time to time, for PSHE (Personal, Social and Health Education) provision for instance, these individuals may represent partial groups or promote partial political views. Where this is the case, this will be clearly explained to pupils, along with the reasons for the partiality. We will also ensure pupils have access to alternative views, to give them access to a balance of views. No group or individual will be allowed to present views which are contrary to our Equality Information and Objectives Policy

Safeguarding including Child Protection (See also Safeguarding and Child Protection Policy)

We recognise that children have a fundamental right to be protected from harm, that their protection is a shared responsibility, and that our school should provide a safe and secure environment. We are the people most in contact with our children, and we are therefore in a unique position to identify, and help abused children. Because of this when any member of staff has concerns about a child, these will be passed on to the Designated Safeguarding Leader, who may share this information with the Social Services.

We are supported by and regularly communicate with various agencies and groups of professionals who keep us informed on ways to meet pupils' needs, to ensure that all pupils can participate fully in school life. Support comes from such services as Educational Welfare, Educational Psychologists, Social Care etc.

Confidentiality

We hold information on pupils in our school and from time to time we are required to pass some of this information to others for educational purposes. Details will be sent to parents about the types of data we hold, why we hold that data, and who we may pass it on to. This is a requirement under the Data Protection Act 1998. Parents have a right to view the information we hold, and we have contact details of the agencies to which our information is passed. (Please see our GDPR (General Data Protection Regulation) data protection policy)

Reviewed and approved: March 2026

Next Review: March 2028