



RAF Benson Community Primary School



Communication Strategy

RAF Benson Community Primary School is committed to a partnership with parents which benefits their child's education and wellbeing as well as assisting in the safe and effective running of the school. Partnership is built on relationships, which are in turn built on excellent positive communication.

Communicating with School

We operate an "Open Door" policy where the purpose of this is to encourage open communication, feedback and discussion. We greatly value the input that parents make to our school. If you have any worries or concerns about your child's education, you must come into school and discuss them – in the first case with the class teacher, then with a member of the Senior Leadership Team/Pastoral Support Officer and then the Headteacher. Following this process allows issues to be resolved and explained in a timely manner.

Responses to concerns raised are not given in writing as the tone of responses may have the potential to be misunderstood by the reader and this can inflame the simplest of situations. We take every concern raised by our parents seriously and will ask any parent who raises a concern to attend a meeting to discuss these in person.

Staff will listen to your concerns and work with you to resolve any issues that you might have. In line with the relevant Codes of Conduct, staff and parents are expected to be reasonable and respectful to all parties. It is in the best interests of all our children for us to work together.

We are able to maintain our 'Open Door Policy' by requesting your co-operation with the following rules:

- All visitors to the school must report to the school office upon arrival.
- Class teachers will usually be available for an Open Door meeting at the end of the school day. In some cases, the teacher may not be available for genuine reasons and a different meeting time should be arranged.
- If you feel that the matter needs more than 5 minutes to discuss, then you must phone the school office to make an appointment to see the member of staff at a mutually convenient time during the hours of 08:30 and 16:00. Please make sure to state the purpose of the meeting request if not already known.
- Staff may also be available to take phone calls. When they are not available, please leave a contact number so that the member of staff may call you back at a different time.
- If we invite you into a meeting responding to your concerns, we do expect you to make all efforts to attend. We are able to liaise with Station Personnel to help facilitate meetings during working hours if necessary.
- At no time should parents raise their voices at staff, particularly in front of children.
- Aggressive, threatening or other behaviour outlined in the Parent Code of Conduct, during a meeting or within written communication, is also unacceptable and may be passed to the Headteacher or Governing Body where applicable.

- On enrolling your child in our school, you agree to positively support and adhere to the Parent Code of Conduct and our other policies and procedures.

Questions or queries can also be put to the school by using the enquiry form on our school website or by emailing the school office direct - we ask that you use the main office email address – office.2450@raf-benson.oxon.sch.uk. Letters to the Headteacher or other members of staff can also be handed in at the office for their attention or drop into the post box outside the office or school main entrance.

We aim to respond to queries and questions within 5 to 10 working days however, if your concern is urgent, you must make an appointment with the relevant member of staff via the school office.

Communication from School

It is essential that we create excellent means of communication and so build two-way positive communication that benefits us all.

We communicate information to parents through these methods (in no particular order):

- A face-to-face meeting
- Letters
- Notifications via The School App
- School website
- Email/School texts

Key Information

- All parents/carers receive regular information through notifications via The School App linked to our website, detailing current events, important dates, news of successes and various other information.
- Messages or further information is emailed out or a link is sent via the School App to parents/carers, if necessary, during the week.
- News items and updates are put on the school website. These would usually be found in the 'Latest News' areas.
- New parents receive a New Starter Induction Pack including a prospectus, starter forms and various leaflets linked to school information and processes.
- A home/school agreement is signed by parents when they enrol their child at our school
- A curriculum topic web detailing the topic and other learning for the coming term is issued to all parents to allow them to support learning at home, where possible
- Copies of all letters issued are kept in a designated folder in the office.

Additional information throughout the year

- There is a meeting for parents at the start of the year, usually the start of September. This sets out the school's vision for the year, expectations of the children and parents as well as giving the opportunity for teachers to share expectations and learning activities for the coming year.
- Class teachers send home topic webs and update the class website each term to share information on the topic that their child will be studying that term.
- There are transition processes in place from Nursery to Reception and from Year 6 to Year 7. Parents receive letters home explaining what will be happening so that parents know what to expect during the transition period.
- Parents/carers are also invited to a variety of activity events throughout the year.

- The school has Facebook and Social media accounts which are used to celebrate and showcase the work that is taking place in school.

Special Educational Support Needs

Parents of vulnerable children or children with additional support needs attend relevant multi-agency meetings in school and work alongside the school to enhance children's learning.

Where necessary, our SEND Team liaise directly with parents of children on the SEND register to ensure information we hold is up to date and to inform parents of arrival of specialist reports or other information.

Parent Consultations

All parents/carers are invited to attend three parent consultation evenings to discuss the development, progress and attainment of their child. We do hope that every parent will attend or make an alternative appointment. The Governors also attend these events to give you an opportunity to interact with Governors and ask any questions.

Audits, focus groups, etc

Views of parents/carers are sought on a regular basis on a range of issues using a variety of methods. The school Governors distribute questionnaires to the school community on a regular basis to identify any areas for school improvement.

The school has made use of focus groups to audit stakeholders' views to explore current developments and to gain insights into different perspectives within the school community. This gives all involved an opportunity to help identify the school's strengths and areas for future development, and to help us formulate next steps for the school. These focus groups will be re-introduced on a needs-led basis.

Complaints Procedure

If a parent has a concern or a complaint about the education of their child, the school has procedures in place to deal with this based on Oxfordshire County Council guidelines. Our complaints policy is available on the school website or from the school office. We expect the procedure within this policy to be followed before considering escalating a complaint to higher authorities such as the Local Authority (Oxfordshire County Council) and Ofsted – all of whom will check that this procedure has been followed.

We appreciate the importance of regular effective communication to ensure everyone feels informed and involved in school life. Through effective communication, all members of the school team – children, parents/carers, staff, Governors, the Parent and Teacher Association (PTA) and the wider community – can work together to create the forward thinking, responsive school our children deserve. With that as our guiding principle, this strategy aims to capture the good practices in how we communicate.