



Tudor Grange Primary Academy Hockley Heath

Communication Protocol

At Tudor Grange Primary Academy Hockley Heath, 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

All stakeholders are expected to communicate respectfully. This means being considerate of the person who is receiving the message and the tone in which that message is communicated. Whilst we appreciate that some matters can invoke strong emotions, we are all working together for the good of the children and this should be reflected in the way that we communicate to each other.

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 (01564 783161)
- Letters
- Individual messages to parents
- The school website <https://www.hockleyheath.tgacademy.org.uk/>
- The school noticeboards (located at the front of school)
- Weekly Principal's newsletters
- Class newsletters (termly)
- Via email from the main school office account (office@hockleyheath.tgacademy.org.uk)

Start of the day

Two members of the senior leadership team are on the main playground gate each morning to greet the children. We can pass on brief messages to class teachers in Reception, KS1 and KS2 but ask that longer messages or matters of a more confidential nature go through the office. Conversations about other pupils should not take place at the gate.

End of the day

Teachers are available at the end of the school day to speak to parents as they dismiss children from the playground. We ask that parents wait until the teacher has dismissed the children before approaching. Should parents/carers wish to have a longer conversation, they must make an appointment to speak to the teacher via the school office or request a phone call.

Messages sent during the day

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 stating who the email is for the attention of, or phone the school and leave a message. If your message is of an urgent nature, we would always

recommend making a telephone call to the school office. Messages for school staff do not typically get picked up until after the school day has ended.

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 (nursery and reception) should be directed to Mrs Thomas.
- Matters concerning Special Educational Needs are for Mrs Bradshaw
- KS1/KS2/whole school issues should be directed to Mrs Bradshaw or Miss Porter
- Safeguarding concerns – Miss Porter, Mrs Bradshaw or Mrs Collett

If parents/carers do raise a concern or have a query, an initial response or acknowledgment should usually be provided to parents/carers within three working days. 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).