



HORSINGTON CHURCH SCHOOL

'That they may have life, life in all its fullness' John 10:10

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HEADTEACHER: Mrs Kelly Barge

Monday 18th September 2023

Dear Parents and Carers,

As we embark on another school year and we welcome new families into our school community, we would like to remind current parents and inform new ones of a few school policies regarding parents, and of the school's system to communicate with members of staff.

We ask you to please read the attached document with care, and sign the enclosed form to confirm that you have done so:

The Communication Strategy: This is a new document written by governors. Our role as governors implies to support and encourage a good communication within the whole school community as well as looking after the well-being of the staff. We think it is important for parents to follow the school's communication protocol, not only for all matters to be recorded at an office level for the sake of all stakeholders and in case of disagreement, but also to allow our members of staff to operate their role in the best conditions. Therefore, we ask you NOT to contact teachers and support staff on their email but to use the school office email office@horsington.bwmat.org.

On the school website there are two other important policies that we also guide to you reading.

The Relationship and Behaviour policy: This is a recently reviewed policy, written by the school's staff. We expect parents to support the school's approach to behaviour and try to implement it as much as possible outside of school.

The Code of Conduct for parents, carers and visitors: This is a Bath and Wells Trust's policy, which means that all the schools who are part of the Trust community have the same expectations in terms of conduct.

We aim to build and maintain best practice within the school so all involved can work together in the best conditions to see the children progress and flourish. Thank you for your collaboration and support.

Yours sincerely,

The Governors

Horsington Church School

I/We have read the Communication strategy and are clear of the produces and systems the school have provided.

Name of family (surname):

Parent signature: Date:

Horsington Church School ~ COMMUNICATION STRATEGY

Throughout this strategy the term 'parent' is used to refer to parents, guardians and carers.

At Horsington Church School, we are proud to maintain very good relationships with our parents and value the contribution that parents play in the life of the school and in their children's education. We provide many opportunities for parents to engage with school life including parent's evenings, invites to workshops, open days, and participation in special celebrations. The office also produces a fortnightly newsletter to keep parents informed about school events and the learning taking place in school.

We want all parents to be confident that there are arrangements in school to keep their children safe. As part of our safeguarding procedures, the school has in place a behaviour policy and a Parent Code of Conduct to ensure that parents communicate within the school environment in a pleasant and courteous manner without causing distress or offence to adults or children. There is a strong expectation that parents set a good example to children at all times, demonstrating how to get along with all members of the school and the wider community.

Please be assured that we welcome parents to come into the classroom via the gate or office in the mornings to talk to staff about any urgent issues that could impact your child that day. Alternatively, we aim to be available on the playground most days after school.

However, if parents ever have a more detailed query they would like to discuss in school, please be aware that there are clear procedures to follow, and we ask you all to respect it.

QUERY	WHO TO CONTACT	CONTACT INFORMATION AND AVAILABILITY
Safeguarding issue	Please speak to a member of the Safeguarding team as soon as possible: Mrs Barge, Senior Deputy Safeguarding Lead Mrs Wickstead, Deputy Safeguarding Lead Jeanne Mortarotti, Safeguarding Governor	The Safeguarding team will always be available for Safeguarding concerns.
Basic messages ONLY. E.g.: Change in pick up arrangements.	Member of staff on school gate, in the playground, or at the office.	Basic messages can be shared with members of staff on school gate at drop off time or in the playground at pick up time.
Attendance and absence	School office by phone, email or in person	To report an absence, please ring the office or send an email by 9am. office@horsington.bwmat.org 01963 370 358

You need a non-urgent discussion or meeting with a member of staff	<p>Speak with the class teacher in the first in person to request a meeting or through the office email.</p> <p>If the teacher believes this would be better addressed by a member of the Leadership team, then she/he will refer the request on.</p>	<p>Request a meeting with the teacher by coming into the school office or by sending an email:</p> <p>office@horsington.bwmat.org.</p> <p>The request will be forwarded to the relevant member of staff. He/she may reply to you with the answer to your questions or comments or arrange a meeting/phone call.</p> <p>An acknowledgement email from the office will be sent to confirm it has been received and passed onto the relevant teacher.</p> <p>A reply from the relevant staff member will be within 24 hours on school days (request made on a Friday will be treated by the next Monday afternoon)</p>
Concerns related to a specific learning/physical need/SEND with the classroom setting.	The class teacher or Mrs Sally Elvish (SENCo)	Please use the system above
Specific learning/physical need/SEND concerns regarding agencies, referrals, EHCP plans	Mrs Sally Elvish (SENCo)	Please email the office and these will be forwarded to Mrs Sally Elvish.
<p>Complex messages:</p> <ul style="list-style-type: none"> -change in family circumstances -medical information -pastoral concerns 	The class teacher or the office	<p>You may feel it appropriate to book a meeting with a member of staff for this type of communication. If this is the case, please refer to the procedure above.</p> <p>Or email or bring changes of information to the office.</p>
Whole school concerns	Headteacher	Email the office and this will be forwarded to Mrs Kelly Barge
Complaints	If you feel your concerns have not been addressed using the communication methods listed above, please refer to the Bath and Wells trust Complaints Policy and follow the procedure.	<p>The policy can be found on the school website:</p> <p>about us / Policies / BWMAT Policies / Complaints Policy</p> <p>Make sure you understand the procedure and follow it by sending the relevant information to the right person using the right form.</p> <p>The Clerk of Governors' email is:</p> <p>rosanne.jacques@horsington.bwmat.org</p>

