



Communication Policy and Guidance for Parents (Including EYFS and Out of School Provision)

Introduction:

Cranford House expects all communication between parents and staff to be prompt, courteous and appropriate. Communication includes the use of telephone, letter, email, website, SIMS text and face-to-face meetings. Meetings may also be scheduled through Microsoft Teams. The School has systems for the formal recording of Parent/Teacher communication. Our aim is to be as helpful as possible and offer a high level of personal service.

This policy is available to all interested parties and staff via the School website and in the Cranford School Policies section of the Whole School Staff Teams area on Microsoft Teams for all staff to read. It is reviewed annually, and as events and legislation requires, by the Headmaster and Governors. The next review date is March 2024.

Procedures for Communication:

Raising a Query:

If a current parent wishes to raise a query, they are encouraged to contact the Form Tutor or Class Teacher in the first instance. This may be done by emailing the member of staff (email addresses are available on the School website) directly or emailing the main School Office, asking for the query to be dealt with.

Any letter or email will be acknowledged within 24 hours and actioned within 48 hours wherever possible.

Parents' Meetings:

Parents of pupils in EYFS are encouraged to keep their child's Nursery Key Person or Reception Teacher updated at all times regarding any issues or concerns. EYFS staff are always happy to organise times to meet with parents when required. Formal written reports or Parents' Evenings take place at least termly throughout EYFS, Year 1 and Year 2.

Reporting to parents of pupils in Years 3 to 6 via formal written reports or Parents' Evenings takes place at least termly. A parent may request a meeting with a member of staff at any other time of the year either by making an appointment via the main School Office or directly with the Form Tutor.

Parents of pupils in Years 7 and 8 receive a Mid-Term Progress Report and an End-of-Term report during the Autumn Term. They are invited to a Parents' Evening during the Spring Term and receive an End-of-Year Full Report during the Summer Term.

Parents of pupils in Year 9 are invited to a Parents' Evening during the Spring Term, receive an End of Term Report in the Spring Term and receive an End of Year Full Report during the Summer Term. Parents of pupils in Year 9 are also invited to a GCSE Options Choices Evening.

Parents of pupils in Year 10 are invited to attend a Parents' Evening during the Autumn Term, and during the Spring Term receive both a Half Term Progress Report and an End of Term Report. During the Summer Term they receive an End of Year Full Report.

Parents of pupils in Year 11 are invited to both a Tutor Evening and Parents' Evening in the Autumn Term and also receive an End of Term Report. During the Spring Term they are invited to another Parents' Evening and then receive a Final Full Report prior to GCSE examinations.

Parents of pupils in Year 12 are invited to both a Tutor Evening and Parents' Evening in the Autumn Term and also receive an End of Term Report. During the Spring Term they are invited to another Parents' Evening and receive a Grade Card. During the Summer Term they receive a Grade Card with progress in the May mock examinations and an End of Year Full Report.

Parents of pupils in Year 13 are invited to both a Tutor Evening and Parents' Evening in the Autumn Term and also receive an End of Term Report. During the Spring Term they are invited to another Parents' Evening and then receive a Final Full Report prior to GCSE examinations.

	Autumn	Spring	Summer
Year 7	Half Term Progress Report End of Term Report	Parents' Evening and Grade Card	End of Year Full Report
Year 8	Half Term Progress Report End of Term Report	Parents' Evening and Grade Card	End of Year Full Report
Year 9	Parents' Evening and Grade Card	Parents' Evening and Grade Card	End of Year Full Report
Year 10	Parents' Evening	Half Term Progress Report End of Term Report	End of Year Full Report
Year 11	Tutor Evening Parents' Evening and Grade Card End of Term Report	Parents' Evening and Grade Card Final Full Report	

Year 12	Tutor Evening Parents' Evening End of Term Report	Parents' Evening and Grade Card	End of Year Full Report
Year 13	Grade Card End of Term Report Tutor Evening	Parents' Evening Final Full Report	

A parent may request a meeting with a member of staff (regarding pupils in Year 7 to 13) at any other time of the year either by making an appointment via the main School Office or directly with the Form Tutor.

Information Events:

These take place throughout the year for different age groups. Examples are as follows:

- 'Welcome to...':
These meetings take place at the start of the School year in Reception and the Junior School. It is an opportunity for parents to meet their child's Form Tutor and parents of other children in the same Form. The Form Tutor will give parents a more detailed picture of events particular to the Form. There is also an opportunity for a question and answer session.
- 'The Next Steps ...':
This presentation is held for all Junior School pupils at appropriate stages of transition. Prospective pupils and their parents are also invited. Current and prospective Year 7 pupils and their parents are also invited to an Information Evening at which they meet the Headmaster, Deputy Head, Head of Key Stage and other members of staff.

On-Line Communication:

The Headmaster's Weekly Newsletter:

'The Headmaster's Newsletter' is a weekly communication for parents, emailed from the School Office. This is an important source of information which contains important reminders, information about fixtures and events, as well as copies of year group specific letters and correspondence. Please let the School Office know if you are not receiving this mail every Friday.

Parents of pupils at the Nursery and in Reception receive a weekly bulletin: 'EYFS News' which is emailed to parents with the aim of keeping them informed of up-coming events and important information.

Cranford House Twitter, Facebook, Instagram and LinkedIn accounts are also updated regularly with current news and activities within school.

Parent Message Centre:

When a pupil joins the School, parents will receive an email explaining how to activate their secure Parent Message Centre Account. A User Guide will also be sent to you and the School Office are happy to assist new parents navigate their way around it.

The School's preferred method of communicating with parents is by email, or in emergency, by text message. The Parent Message Centre has a specific area for Sports Fixtures, where parents can view Fixture Lists, Team Sheets (which are also emailed to parents) and general information from the PE Department. The Parent Message Centre is also used for booking Parents' Evenings. Parents also have the ability to contact members of staff, as well as members of Cranford House's Parent-Teacher Association and Form Reps. The School uses the Evolve online system to manage clubs and parents are given the log-in information to enable them to book and manage their child(ren)'s club choices. This is supported by the clubs@cranfordhouse.net email address.

The School Calendar is available on the website and can be viewed prior to signing into the Parent Message Centre. Parents also receive a termly Cranford Calendar in hard copy format which details the main events planned for the up-coming term.

Microsoft Teams

Our pupil VLE is situated within Microsoft 365 environment, to which Microsoft Teams belongs, and provides a consistently accessible on-line resource with secure log-in details, which will be provided to pupils. Microsoft Teams and the broader Microsoft 365 environment contains teaching and learning materials for our pupils in the Junior (KS2) and Senior School pupils. Pupils will be given a log-on and can access lesson resources, revision material, homework and information about study skills, exams and enrichment and challenge resources, among other items of interest. Teachers can offer more detailed guidance to pupils about where to find resources, which will include Remote learning during periods of enforced closure of the School (for example, during the recent Coronavirus pandemic) is conducted through Microsoft Teams for all areas of the School. Under remote learning conditions, all lessons will be conducted via video using Microsoft Teams, which also allows for work to be transmitted between teachers and pupils.

Other Communication:

The EYFS and Key Stage 1 (Years 1 and 2) take home Reading Record/Contact Books on a regular basis, in which your child's Key Person or Class Teacher will keep you updated on any key points or important reminders.

Junior School Pupils in Key Stage 2 (Years 3 to 6) use Homework Diaries as an important means of communication.

Safeguarding Pupils:

Cranford House has a duty to safeguard all pupils and this includes protecting children on the worldwide web. **Parents are therefore strongly advised not to place photos of other people's children on social media sites (e.g. Facebook) without the express permission of the parents concerned.**

Parents and Pupils in Key Stage 2 of the Junior School (Years 3 to 6) and Senior School are asked to sign an IT Code of Conduct every September for the academic year, detailing responsible use of the internet.

Regular information evenings about the internet and use of social media are held at the School for both parents and pupils. Pupils are also educated on how to be safe online during Computing and PSHCEE lessons.

Complaints Procedure:

Please approach the Form Tutor initially with regard to any complaint. We pride ourselves on dealing with any complaint fairly and promptly. If you wish to take a matter further, please refer to our **'Whole School Complaints Procedure for Parents'** which can be found on the School website.

Reviewed: March 2019: Headmaster and Governors
Reviewed: March 2020: Headmaster and Governors
Reviewed: March 2021 by Headmaster and Governors
Reviewed: March 2022 by Headmaster and Governors
Reviewed: March 2023 by Headmaster and Governors
Review Due: March 2024 by Headmaster and Governors