

Our communication goals

At St Nicholas' Primary, our communication goals are:

- to ensure that you have the information you need
- to ensure our notes are clear and provide you with all the key information
- to be as open as we can in dealing with you
- to respond promptly when you raise queries or issues
- to be environmentally friendly where possible

Contacting the school

You can get in touch with us in the following ways:

- by phone to the school office – number 0141 955 2222
- in person at the school office
- at the Head-Teacher's surgery – this is a drop in on the first Thursday of each month from 3.15pm to 3.45pm, no appointment necessary. (more information will be provided via the weekly newsletters)
- by email office@st-nicholas.e-dunbarton.sch.uk

If you get in touch with us, we will do our best to reply (if your query is not resolved straight away)

- within 1 working day - to acknowledge you have been in touch and to confirm what further response you should expect from us.
- within 5 working days – to have looked into and responded fully to your query.

However, please bear with us if it is not possible to respond as quickly as we might like, for example, due to staff absence or where a more complex issue needs to be looked into.

Your first line of communication should be with the class teacher, however as you will understand, teachers are busy with classes during the school day – they need to be able to focus on class work as a first priority. Phone calls cannot therefore be put through directly and in most cases, many issues can be dealt with in other ways. Please remember it is extremely helpful for the teacher and whoever is handling your call / request to have a general idea of what you wish to discuss. This helps them work out how best to respond.

- **notes** – please send in a note to your child's teacher if you have any queries or concerns. Homework diaries should be used for this purpose
- **at the school door** - whilst it is obviously possible to speak to your child's teacher at the school door, this is best only for quick queries. It would not be appropriate for the teacher to speak about specific issues affecting your child when others are nearby.
- **Seesaw** - the main aim of the Seesaw portals is for learners to independently upload their work and create a profile of their learning which is regularly shared with parents. There will be a facility for parents to leave comments regarding their child's work, however, all communication with the class teacher should be via the methods detailed above.
- **Depute Head Teachers** - in most cases, your query will be resolved firstly by the class teacher. Should you wish to escalate the matter or clarify further, the DHT for the department would be your next contact. The DHT's are closely involved in your child's education and may be able to help you. This is an important part of their job.
- **HT drop in sessions** - held on the first Thursday of every month. These are informal opportunities to discuss school issues and no appointment is necessary

Who should you speak to?

- If your child is ill – please call the office after 8.30am if possible. If we do not hear from you and your child is absent, we will make contact after 9.30am.
- If you have a specific query about your child in class or the curriculum - contact the school as above

Contacting you:

It is extremely important that you ensure we have current details for you – particularly phone numbers and email addresses, which you should check regularly.

We will update our database by sending you information to check at the beginning of each school year - **if any of that information changes at any time, please let us know immediately.**

- Website – our website is your main point of reference for information pertaining to your child's education. <http://www.st-nicholas.e-dunbarton.sch.uk> this contains up-to-date school policies, newsletters and details of upcoming events.
- Email – All important information will be communicated by email. You must, of course, check your email regularly to ensure you pick up relevant messages.
- Seesaw - All children will have a seesaw account and will be sharing their work with their parents on a regular basis. Parents can comment and like the posts that children upload. We aim that all children will post at least once a week, as children become more independent this may become more frequent.
- Text – we will use texts message if we need to get in touch with you more urgently but as there is a cost to the school in doing so, this will only be used occasionally.
- Twitter – we use Twitter to share general updates and signpost you to EDC or National information. We would encourage you to “follow” us particularly when there are weather issues. <https://twitter.com/NicholasPrimary>. Please note as per EDC policy this is a closed group and access must be requested.
- Written Communication – there will be times when written communication will be absolutely necessary for example permissions slips, report cards and annual data checks. Ensure you check your child's school bag regularly.

At St Nicholas' we endeavour to work in partnership with parents to ensure the best for all our learners, however, we fully understand that at times emotions can overtake us. We would remind you that our door is always and we want to work together.

