

**LANDAU SCHOOL**  
**COMMUNICATION WITH PARENTS**  
**POLICY AND PROCEDURES**

Good communication between the school and parents is essential. Students achieve more when schools and parents or carers work together; parents and carers can support more if they know what the school is trying to achieve; staff and management will be more effective if they have a good understanding of parents' perspectives.

Our aim is to have clear, effective communication with parents at all times. Effective communication enables the school to share our aims and values by keeping parents informed about school life. This reinforces the important role that parents play in supporting the school.

Communication between school and parents at LANDAU School takes place in the format of meetings, emails, phone calls and school management system (Openschool System) and reports. We aim to respond promptly to parent emails and calls.

**PHONE CALLS**

Staff must contact parents only via school numbers. All phone calls are recorded. Office assistants are also in contact with parents via WhatsApp. We strongly recommend sending text messages only and not using voice messages.

**EMAILS**

Everyone in the school community must remember that emails have essentially the same status and impact as letters, and must, therefore, be written and responded to with the same level of care. Staff must use school emails only and must not contact parents or students or conduct any school business from a personal email address. Staff sending emails to external organisations, parents or students, must send a copy to their line manager.

**WEBSITE**

LANDAU School website both provides information about the school and promotes the school to a wider audience. It also provides access to the school's policies and procedures. Parents and other parties can use the contact section of the school website to contact the management. As this is the official channel, it may take 3 to 5 working days to respond.

See also the Complaints Policy

**SCHOOL PORTAL**

Teachers can be reached at OpenSchool System (school management system).

See Openschool – Online Management Policy

**MEETINGS**

Parents wishing to meet with a member of staff (management or a teacher) should contact the school office assistants in advance and request a meeting. This request should be responded to in accordance

with this policy. Parents should not come to school to talk to a member of staff (management or a teacher) without an appointment. Parents who do come to school without an appointment should not expect that the member of staff will meet with them. The members of staff may still choose to do so, but this is at their discretion. A member of staff may ask their line manager to accompany them at meetings with parents.

Meeting requests - parents can request individual meetings via phone calls, email or the contact section on school website. Questions and an agenda must be submitted along with the request. Scheduling will be done based on the availability of staff and management. Meetings are organised within 3-5 working days.

## **PROCEDURES**

### **CONTACTING PARENTS**

#### **Local -**

**PreSchool** – Parents are in contact with Office PA and Deputy Head (numbers shared)

**Primary** - Parents are in contact with Office PA (numbers shared)

**Secondary** – Parents are in contact with Office PA, Form Tutors (numbers shared)

## **MEETINGS**

### **LOCAL**

**September/January/June** - Management, all teachers and whole class meetings

### **PRESCHOOL**

**September** – **Individual meetings** - Admin staff, Campus Managers, Teachers and Parents

**December (January) / March (April)** - **Individual Academic Meetings** - Teachers and Parents

### **PRIMARY SCHOOL**

**SEPTEMBER** - Orientation Meetings are held at the very beginning of Academic Year (whole class)

**JANUARY/APRIL** - PTMs are held in the beginning of each term.

**OCTOBER/NOVEMBER /FEBRUARY/MAY** - PTA - agenda collected in advance. Meeting minutes are not shared, parents need to pass on the information.

### **SECONDARY SCHOOL**

**September/January** – **Whole class meetings** – DP, HoD, Coordinator, Form Tutor and 18 parents

**November/April** – PTM **Individual academic meetings** – Teachers and Parents

**October/March** - **PTA Meetings** – formal meetings 2 times per year, informal meetings – at least 5 times per year