

Communication Handbook



At Heaton Avenue Primary Academy, we are committed to maintaining effective communication and relationships.

How do we share information?

During the school year, we share information in different ways:

 ClassDojo Class Dojo - free downloadable app	
Class Story:	School Story:
<ul style="list-style-type: none"> • Class news • Class learning • Celebration of successes • Half-termly curriculum overview 	<ul style="list-style-type: none"> • Whole school messages • Celebration of successes • School calendar of events • Termly newsletters
Face to Face	Events & Celebrations
<ul style="list-style-type: none"> • Meet the teacher • Early Years 'Stay and Play' sessions • Parent's evenings • Open afternoons 	<ul style="list-style-type: none"> • 'Wow' postcards home • Weekly celebration assembly • Class/year group performances • School fairs
Arbor App	Sharing of accident/illness information
<ul style="list-style-type: none"> • Text messages • Emails • Payments 	<ul style="list-style-type: none"> • Telephone call • Text message

How can parents and carers contact school?

There is a clear communication procedure in place – the Admin Team and/or your child's class teacher will be happy to help in the first instance:

I need to report my child's absence.

- Contact the Admin Team on: **01274 028613**
- Email the Admin Team on: **heatonavenue.contact@sharemat.co.uk**

I have a question or concern about my child.

- Speak to your child's class teacher before or after school.
- Speak to the Admin Team, who will help you make arrangements to speak with the teacher - or call on **01274 028613**
- Email the school office **heatonavenue.contact@sharemat.co.uk** and they will pass your query/concern to the class teacher.

I would like more information about what is happening in school.

- Check the School Story or Class Story in Class Dojo.
- Speak to the Admin Team who will be happy to help you find the information you need.

School staff are contactable when school is open, typically between the hours of:

- 08:00 - 16:00

Outside of these hours, the school operates a telephone voicemail service where you can leave a message.

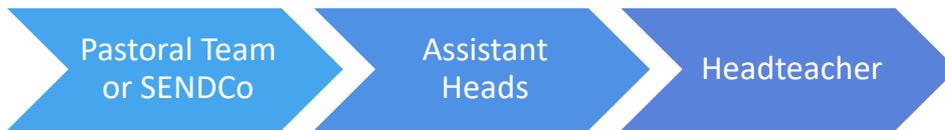
When leaving a message, clearly state:

- Your child's name
- Your child's class
- Information you would like to share

Alternatively, send an email to heatonavenue.contact@sharemat.co.uk – please note emails are only monitored during school hours.

Any communication received during school holidays or at weekends will be responded to upon the school reopening.

If you have been unable to resolve a query or concern by communicating with the Class Teacher (or Admin Team), there are other staff members who can help:



- Speak to the relevant staff member when you see them around before and after school.
- Contact the Admin Team by coming into reception or calling **01274 028613**, to request a meeting or call-back
- Email **heatonavenue.contact@sharemat.co.uk**

Please remember, sometimes we will need time to explore concerns before we can find the answer to your question. We ask for your support and cooperation in understanding that we will be back to you as quickly as possible. We aim to be back in touch with parents and carers within two working days of your concerns being raised.

We strongly urge parents to avoid the use of social media to air concerns or grievances.

What if I feel my concerns are still not dealt with?

SHARE Multi Academy Trust expects that most concerns can be resolved informally by discussions with the class teacher or a member of the Senior Leadership Team.

- If you still feel that your concerns have not been resolved, requesting an appointment to meet with a Senior Leader more formally is an appropriate next step. Requesting a meeting can be done by telephone, emailing **heatonavenue.contact@sharemat.co.uk** or by visiting the school office.

If your concerns are still not resolved, the Share MAT Complaints Policy and Procedure should be used to guide next steps:

<https://www.sharemat.org/attachments/download.asp?file=455&type=pdf>

Parent/Carer Conduct

We believe that a close partnership between home and school is essential. Every year, parents are asked to read and acknowledge the Home-School Agreement via text link. The agreement makes clear what is expected of teachers/staff, parents/carers and all pupils.

The Home-School Agreement details how we ask that parents treat staff members calmly and with respect.

Conduct that will not be tolerated:

- Using loud or offensive language or displaying temper.
- Threatening in any way, a member of staff, visitor, fellow parent/carers or pupil.
- The use of physical, verbal or written aggression towards another adult or child.
- Approaching someone else's child to chastise them because of the actions of this child towards your own child.
- Sending abusive or threatening emails, text/voicemail messages or other written communications (including posts on social media) to anyone within the school community.
- Defamatory, offensive or derogatory comments regarding the school or any of its stakeholders on social media or other sites.
- Damaging or destroying school property.
- Smoking, vaping, taking illegal drugs or consuming alcohol on school premises.
- Dogs being brought on to the school premises (other than medical assistance and guide dogs).

Should any of the above occur on school premises (or in connection with school), school leaders may take action by seeking advice from the appropriate authorities; by sending out a formal letter to the parent/carers with an invitation to a meeting to discuss conduct; and/or by considering banning the offending adult(s) from the school site.