



Communication with Parents/Carers

In Castle Tower we operate an open door policy and we want you to feel that you can discuss any concerns you have with us. Our aim is to keep you informed about your child and the events in the school throughout the year. Below is a summary of the different ways that we will communicate with you and we urge you to work in partnership with us at all times.

1. Letters

Staff will endeavour to reply to parents' letters as quickly as possible. Any letter of complaint should be referred to the Head of Campus for advice. Letters to parents must be approved by the Head of Campus before posting.

2. Telephone calls

Staff will endeavour to respond to parents'/carers phone messages within 24 hours. A file note will record the details of the conversation. Office staff should not put calls straight through to extension numbers but should first ask if the person is available to answer the call.

3. E mail

Staff e mail addresses are provided on the documentation you receive in September. Please use the e mail address to contact staff when appropriate.

4. Social Networking Sites

Staff will not communicate with parents or pupils via social networking sites (such as Facebook) or accept them as their "friends".

5. Written Reports

Once a year we provide a full written report to each child's parents on his/her progress in each subject. This report identifies areas of strength and areas for future development. Pupils are also given the opportunity to comment on their own progress and parents/carers are invited to make a similar comment. In addition, parents/carers meet their child's teacher/s twice during the year for a private consultation at parents' meetings/annual review. This gives them the opportunity to celebrate their child's successes, and to support their child in areas where there is a particular need for improvement. We encourage parents/carers to contact the school if any issues arise regarding their child's progress or well-being.

We welcome the presence of any other adult the parent/carer wishes to invite to a school meeting to act as interpreter. We will also make any reasonable adjustments to our arrangements if this will enable a parent/carer with a disability to participate fully in a meeting at our school, or to receive and understand a communication.

6. School Prospectus

The school prospectus contains a range of specified information to give parents a full picture of provision at our school. This is updated every 2 to 3 years.

7. School Website/School App

The school website provides information about the school and an opportunity to promote the school to a wider audience. It is very current and reflects the activities in the school. We also have a school Mobile App available to download from Google play or App Store on your mobile device. Just search for Castle Tower.

8. Home-school communication

- a calendar of school events is produced at the start of each term and put on the web site
- letters of a general nature are sent when necessary
- children in all classes have a student diary to enable parents/carers to record a wide range of information that they wish to share regularly with the teacher
- parents/carers are encouraged to share any issues about their child at the earliest opportunity. Teachers arrange to see parents as soon as possible.
- various meetings for parents throughout the year are arranged
- an induction meeting for new parents/carers/pupils is organised each June
- if a child is absent from school, and we have had no indication of the reason, the form teacher will contact a parent (by telephone, if possible) to find out the reason for the absence

9. Text and notification service

A text service is used in order to keep parents up to date with important events in school. Our mobile app also receives notifications about events etc

IF YOUR MOBILE NUMBER HAS CHANGED PLEASE ENSURE YOU INFORM SCHOOL