

Myrtle Park Primary School
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E-mail: office@myrtlepark.bradford.sch.uk

web: www.myrtleparkprimary.org

Headteacher: Mrs Sarah Crowther

Thursday 9th January 2020

Dear Parents and Carers

I write to introduce our new Communication Policy which has recently been approved by the Governing Body. Please find the policy attached to the email. It is also saved on the school website.

Ofsted July 2019 feedback:

An area for improvement is to, "improve methods of communication between the school and parents."

The report also stated that "Leaders recently changed how the school communicates with parents in response to some concerns. They now provide weekly emails, texts and letters. However, some parents and staff feel that communication is still an issue and needs reviewing. Inspection evidence supports the view that communication between parents and the school could be improved in order to protect staff workload and manage the expectations of some parents."

This policy has been produced to clarify and refine communication at our school. Please take the time to read the policy carefully.

Here is a brief summary:

- Communication is a two way process and we aim to ensure our communication is clear, comprehensive, timely for all stakeholders.
- Parent to school communication is around email, letter, telephone, text, meetings and requests for leave of absence.
- Emergency communication around severe weather, school closure is explained in the policy.
- The website has statutory information and is updated each school year. In addition to this, you will find curriculum details, copies of letters, useful links and important policies.
- Residential and Educational visits - timelines are established.
- Feedback to parents on children's progress and attainment consists of 2 Parent consultation evenings (Autumn and Spring term) and an annual written report (Summer term).
- The use of ParentPay will be expanding in January - watch this space! We currently use this for dinner money payment.
- Email - from January 2020 there is a new email address for routine/day-to-day matters
admin@myrtlepark.bradford.sch.uk
- Complaints or confidential/sensitive matters should still be sent to
office@myrtlepark.bradford.sch.uk
- Where enquiries are urgent and require immediate attention we ask parents to contact the school office on 01274 564681

We hope this clarifies school communication and will work towards parent and school working effectively together.

Many thanks

Mrs Sarah Crowther
Headteacher

