Les Landes School
Communications Policy

We value our relationships with our school community. We aim to share and celebrate our achievements with you and also to have opportunities to share with you our school events and developments of which you play an important role. Communication between home and school is key. This is a reciprocal policy for all members of our community so that we can ensure that important and relevant information is shared in an appropriate and timely manner. This policy also aims to give you the right route for communication, so that it is received and addressed in a timely way.

SIMS Email -The aim of this service is to inform parents of all school events and/or change of circumstances such as football club cancelled due to poor weather or school closures. It is our primary method of communication. This service does not include sending messages on behalf of third parties.

Newsletters-We aim to send our newsletters fortnightly, via email. They contain information that affects the whole school. The newsletter also contains information about fundraising events and activities. All parents will receive this electronically. The newsletters are also posted on the school website and printed and kept in the school office.

Website- www.leslandes.sch.je this is the address for our school website. Copies of all our school handbooks and policies can be found here. The site also contains a school calendar which shows key dates for activities and clubs. Parents are expected to make a note of important dates via the website and a smart phone calendar sync is available.

Email-The admin email for the school is admin@leslandes.sch.je The details of how to use this are in the appendix.

Telephone- Most phone calls are answered by Mrs Wiseman. The school only has two phone lines and occasionally you may be connected to the answer machine. These are checked regularly.

Advertisements and Magazines- We are unable to give out company adverts or magazines to individual children. You are welcome to leave such items at the office so that people can collect, if they choose, on the way out. Our magazine rack, in the office area, is available to advertise local events.

School Celebrations-All members of our school community are invited to key events throughout the year. Advanced notice of such events is communicated through our newsletters and website calendar.

Parish Links- The school sees itself as being an important part of the St Ouen's Community. We actively seek out opportunities for the children to be involved in Parish events and encourage others to become involved in school life too. Invitations are sent out to the wider community when we celebrate whole school events. We produce the Petit Gris Ventre magazine four times a year, to accompany the Parish magazine.

School Office- Mrs Wiseman is our school Business Manager and Secretary, and her office is based at the front of the school. Mrs Hart, who is our school administrator, is also in the office Tuesdays and Thursday. All visitors must use the signing in and out book and this is applicable to children who leave and return to school during the day.

Questionnaires- Regularly we will ask teachers, parents, children etc for feedback on all aspects of school life. Questionnaires provide us with an effective way of doing this. Please take time to complete them as your views matter and we do share outcomes with you.

Meet the Teacher evening- In September of each year, the teachers provide an opportunity to meet with their new class' parents. The aim of this meeting is to share organisation and expectations for learning for the forthcoming year. During this meeting, class teachers will also advise parents of the best ways and times to communicate with them during the year. This is an opportunity for the Headteacher to provide information about the direction of the school for the coming year.

New Parents for Reception -In the June before a child is due to join our Reception class, we invite all parents to a meeting to meet the staff and gain an insight in to life at Les Landes. During this meeting the teachers can advise parents about specific arrangements that are linked to starting school in September.

Parent Consultations and School Reports- These take place in October and June. These are individual appointments for parents to meet with teachers to discuss their child's progress and next steps for learning. If parents are unable to attend the meeting, it may not be possible to re-schedule right away; they will be sent a copy of the report that has been prepared for their child. Appointments are booked by parents electronically. Following meetings with teachers, parental comments are updated and included on the report that accompanies the meeting.

Parent Workshops- Throughout the year there may be parent workshops offered either in classes or as target groups. These are advertised through the methods identified above.

Parent Forum – A termly opportunity to hear updates from school and to raise items for clarification and discussion. All parents are invited.

Meetings with parents and teachers outside of parent consultations
Sometimes parents may wish to meet with class teachers and vice versa. Parents can contact the school via phone or our admin email admin@leslandes.sch.je if they would like a teacher

to contact them to arrange a meeting time.

Sharing of learning-You will be invited termly to look at your child's books and see their achievement.

Monitoring and Review

Author	Leadership Team reviewed by Lisa Harber
Created	January 2014
Updated	January 2015, October 2019, October 2020, January 2023, January 2024, October 2026
To be reviewed	October 2027

Appendix

STAGE 1

STAGE 1 Class teacher

Face to face

Learning or relationship concerns

Email should only be used to send a simple message or arrange a meeting - not for writing out a concern. This should always be done in person or on the phone when a meeting is not possible. In person: you can often catch the teacher after school for a simple matter or arrange another time to talk. You can also speak to the office to arrange a time to discuss a more lengthy matter

STAGE 1 Admin email / call

Reply same working day

School events information—check website first

Payment enquiries

Inform of alternative pick up arrangements or changes within school day

Extra-curricular or trip queries

Safeguarding concerns

STAGE 1 Website form

Notification (no response required, please provide as much notice as possible)

Report an absence (submission notification)

Notice of medical appointment

Reply within 5 working days

Application for authorised leave

General enquiry –prospective parents

Passport photo verification request

STAGE 2

STAGE 2 Key Stage Manager

J.price@leslandes.sch.je

Reply within 5 working days

Escalated learning / behaviour / friendship concerns if unresolved at Stage 1

Teaching concerns

STAGE 2 Special Needs Co-ordinator

l.webster@leslandes.sch.je

Reply within 5 working days

Escalated SEN concerns, if unresolved at Stage 1

Ongoing SEN correspondence

STAGE 3

STAGE 3 Head and Deputy Head

admin@leslandes.sch.je FAO Headteacher

Reply within 5 working days

In addition to escalated Stage 1/2 concerns

Ongoing issues related to safeguarding, unresolved at previous stages

STAGE 4

STAGE 4

In line with the Government of Jersey Customer Feedback Policy, formal complaints should be made via this online form:

Submit feedback to the Government of Jersey

Reply within 5 working days

Please note

Meetings cannot be guaranteed without booking

The school may not respond to communication outside of working hours

Contacting staff about school related queries via their personal social media platforms is unacceptable

The school social media platforms are not used as a two way communication method

All communication must be respectful, setting a good example in speech and behaviour towards all members of the Les Landes community, in the interests of working together to meet the needs of all children.