



# GREENWOOD ACADEMIES TRUST

## Communication with Parents and Carers

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## **Communications with Parents and Carers**

The partnership between the home and Academy is one of the most important influences on the education and personal development of pupils.

### **The Academy strives to work with parents/carers to:**

- secure effective working partnerships with parent/carers
- secure support for the Academy ethos, policies and procedures
- build positive relationships with parent/carers providing a common approach to the academic and personal development of their child
- enable pupils of all abilities to make the most of their intellectual, practical and physical abilities
- ensure that pupils are secure and well cared for
- support parents and families to help pupils to develop self-discipline and to learn to behave towards others with care, respect and good manners
- develop high aspirations and to enable their child to progress towards a rewarding and fulfilling future
- provide simple mechanisms that ensure that all parent/carers are able to communicate easily with the Academy team.

### **This will be achieved by:**

- fostering an ethos and atmosphere where all parents feel welcome and valued
- encouraging parents to communicate with staff formally and informally
- developing a means to ensure that all parents are involved; this may mean having different strategies for involving parents who work and live apart from their child
- ensuring on-going dialogue with parents to improve our knowledge of the needs of their child and to support their families
- informing all parents on a regular basis about their child's progress
- providing as much information as possible in timely, specific, targeted and accessible ways so that parents feel confident and knowledgeable in supporting their child's learning
- ensuring that all information related to the Academy, meetings and other activities is sent in a format and language that parents can understand, as far as is practicable
- providing opportunities for parents to learn about the curriculum offered and assessment methods used in the Academy
- informing all parents of the Academy's policies and the system for registering queries, complaints or suggestions and to ensure that all parents have access to our written Complaints Procedure
- seeking and welcoming parents' views and opinions and acting upon them to enable parents to participate in Academy decision making
- providing support through a range of agencies and encouragement for families suffering difficulties/crises or barriers to involvement

- working with parents in promoting positive behaviour at home and in the Academy
- involving parents in the planning and review of their child's learning.

### **Communication, sharing information and real time reporting**

The Academy will communicate and share information with parents and carers in a variety of ways:

- verbally; either in a meeting at the Academy or by telephone
- in a written format or a format that is accessible for the parent or carer, which must include an annual written report as a minimum
- through a pupil home visit (when appropriate)
- by email or text when appropriate
- through the Academy website.

The Academy is aware of the requirement to provide information to parents covering **achievement, progress, attendance, behaviour and special educational needs**.

We are working to satisfy the requirements for parents to have secure real time access to this information.

This pupil information will be made available by providing parental access to parts of the Management Information System of the Academy.

The Academy is also aware of the **Government's e-strategy** expectation that every pupil should have access to a personalised online learning space with the potential to support an e-portfolio where parents will be able to see the achievements of their child and support them in achieving their targets.

### **Complaints**

If a parent wishes to make a formal complaint, they must follow the Trust Complaints Procedure, available in hard copy from the Academy or on the Trust website at:

[www.greenwoodacademies.org/complaints](http://www.greenwoodacademies.org/complaints)