



COMMUNICATIONS POLICY

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At The Eveleigh LINK Academy Trust we strongly believe that good communication between the Trust, our schools and the homes of our children is essential. We know that children achieve more when schools and parents work together especially when parents know what their school is trying to achieve and how they can help with that in the home environment.

In our schools the Trust aims to have a clear and effective communication path with parents and the wider community. With effective communications comes the ability to share the Trust's aims, values and ethos. By keeping parents up to date with what is happening in their child's school, it can reinforce the importance of the role that parents play in supporting the school in educating their children.

As a Trust we communicate with parents through a range of different strategies; some of which are because we have a statutory duty to do so whilst others are because we passionately believe that there are important for the schools within our MAT.

Some of the ways that we communicate with parents are:-

Written reports to parents

Every term we provide a verbal report to parents on each child's progress in the various areas of learning of National Curriculum subjects. This report also identifies targets for future development. Parents have formal opportunities to meet with their child's teacher for a private consultation three times a year. This gives parents the opportunity to celebrate their child's successes and support the child with any areas of development. Parents are able to look at their child's work during these meetings. We encourage parents to contact the school if any issues arise regarding their child's progress or well-being.

Public access documents

The school makes available a range of documentation for parents many of which are on the school's website. Others are available on request (please see Freedom of Publication Scheme).

Minutes of Trust Board and Local Governing Body meetings are also available on request to the Clerk to the Board of Trustees.

Home-school communications

Each school within the Trust sends parents a newsletter. They will, for example, contain general details of school events and activities, changes in staff, a celebration of children's attainments and forthcoming dates. All newsletters are uploaded on to the relevant schools' websites and paper copies are available on request.

Letters and emails are sent out to parents regarding specific events such as sports fixtures, school visits and important school information only relevant to a particular class or year group. The Trust aims to be as eco-friendly as possible so communication will be sent electronically on most occasions.

The Trust encourages parents to share any issues about their child at the earliest opportunity. In the first instance, this should be with the child's class teacher who is usually available before and after school. We would, however, prefer that parents make an appointment to see a teacher after school.

if it is going to be more than just a quick catch-up. In the event that a complaint raised by a parent needs to be investigated further, procedures will be followed as outlined in the Trust's Complaints Procedures (a copy is available on the Trust website and will be available on demand in paper form in all MAT school offices).

During the year there are often *ad hoc* meetings for parents to learn more about what their children are learning in school or, for example, sessions on eSafety.

If a child is absent, and the school has had no indication of the reason, it is usual practice within the MAT for a member of staff to contact a parent by telephone on the first day of absence to find out the reason for the absence.

Electronic communications

All schools within the Trust use text and email to communicate with parents as well as publishing information on its website. Parents are asked on admission of their child and every year thereafter for confirmation of their own details, of a relative or friend who might be contacted in an emergency should the parents be unobtainable and the name of their child's doctor with any medical conditions. They will also be asked as to their preferred method of electronic communication ie mobile or landline, text or email.

The Trust is aware that good communication between home and school is essential. The Trustees see that this as a two-way process and they wish to ensure that important and relevant information is shared in an appropriate and timely manner. Therefore they ask that parents inform their child's School Office immediately if there are any changes to their contact details.