Briercliffe Primary School

How we will communicate with parents

Our staff are committed to providing a high-quality education to your child. As part of this, we recognise the importance of effective communication between home and school, so we are able to work together to achieve the best for all the children.

How we will communicate with you

Depending on the nature of information or issue being discussed, we will communicate with parents through the following means:

- In person (through a face to face meeting)
- Via Scopay
- Via Class DoJo – we will share messages, reminders, some learning and activities of the class via the Class Story or whole school events through the 'School Story.' Briercliffe will not be accessing the private message function on DoJo so please do not use this option.
- Via Tapestry (this is only appropriate for use in our Reception Classes)
- Via the school website (where the information is relevant to all parents, plus information on class pages)
- The school noticeboard (located at the bottom of the main path)
- Weekly Newsletters
- Half termly class newsletters
- Letters (sent out via email or Class DoJo)

In addition, an adult will be available at all entrances to school in the morning. This may not be your child's class teacher, as they need to be in class ready to teach, however, a message will be taken and given to the teacher, and they will respond to this if needed. All teachers will be available to speak to parents at the end of the day. Parents can also arrange to have a longer conversation by making an appointment.

We believe that face to face conversations are the best form of communication but if parents do need to contact us through email then please use the main school office email, office@briercliffe.lancs.sch.uk or alternatively you can telephone school on 01282 459421.

Resolving Concerns

We always want to work harmoniously with parents/carers in the best interest of their child and to deal with any issues that may arise in a positive and professional manner. Most issues can be quickly and easily resolved through effective communication and working in partnership.

Parents/carers have a right to expect the best for their child and they have the right to express their concerns, though at the same time, teachers and children have the right to work in a safe and respectful environment.

If parents do raise a concern, we will do our best to respond the same day but will always do so within 24 hours. The concern will then be followed up in whatever manner is appropriate and agreed.

Parents are encouraged to liaise with the class teacher initially, outside teaching hours, at a time mutually agreed. If the issues can not be resolved by the class teacher then the next step would be to arrange a meeting with a member of the School Leadership Team.

Working in Partnership

We want to foster a school community where everyone is treated with respect and courtesy. We would ask that parents/carers do not approach a child other than their own about a concern. We appreciate that parents are friends outside of school and therefore may try and resolve an issue that has occurred at school themselves. We would ask that parents keep us informed so we are aware of any such discussions.

We are of course always happy to meet with parents to discuss and try to resolve concerns. We do however ask that staff are spoken to in the same way that you would expect us to speak to you. On the rare occasion when this may not happen we will take the appropriate action where necessary. This may include ending a phone call, terminating the meeting, removal from the premises and in the event of a repeat of behaviour, or in serious cases during the first incident, parents may be banned from the school site.

A positive and open relationship between home and school is of course vital to ensure the best outcomes for all the children of Briercliffe and we value the support of all our families.