

**Victoria Primary School**  
 Communication procedures  
 (the best way to communicate with our school)

**Key objectives:**

All communications at Victoria Primary school should:

- Keep staff, pupils, parents and other stakeholders well informed.
- Be open, honest, ethical and professional.
- Use jargon-free English and be easily understood by all.
- Use the method of communication most effective and appropriate to the context and audience.
- Either be neutral or offer a balanced presentation of views.

Communication with parents and other stakeholders

Effective communications enable us to share our school aims and values as well as keeping parents well informed about school life. This reinforces the vital role that parents play in supporting the school and their children.

Whilst staff will always seek to establish open and friendly relationship with parents, it is essential that relationships are professional and parents are addressed in a formal manner in all written communication, whatever the form.

**Communication procedures**

The school office can be contacted between 8.30am and 3.30pm on school weekdays.

Postal address	Telephone	email
Victoria Primary School 2 Victoria Road Ballyhalbert BT22 1DQ	028 427 58350	info@vicpsballyhalbert.newtownards.ni.sch.uk

Reason for contact:	Appropriate method:
If your child is absent from school	Please email the school office detailing the child's name, class, and reason why they are not in school along with the suspected duration of the absence.
If you have a quick message about who will be collecting your child or and early pick up etc	Messages can be left at the school office or on the answerphone if you have not been able to see the teacher at drop off or pick up.
If you would like to talk to a teacher about your child's learning	Appointments are made twice a year to update parents on pupil progress but if you need a quick catch up before then, make an appointment with the class teacher via the school office. The teacher will aim to see you within 3 working days where possible.
If you have a concern relating to your child's class	Make an appointment with the class teacher via the school office. The teacher will aim to see you within 3 working days.

If have a concern relating to something that has happened outside of the classroom or possible bullying	The class teacher should still be your first port of call, but you can also make an appointment with the senior teacher for pastoral care who will aim to see you within 10 working days. This may be via telephone appointment.
If you would like to discuss your child's special educational needs	Make an appointment with the SENCO via the school office. The SENCO will aim to see you within 10 working days. This may be via a telephone appointment.
If you would like to inform the school about something that has happened outside of school	You can request a telephone appointment with your child's class teacher. The teacher will aim to give you a call within 3 working days of receiving your request. Please be advised that we are unable to deal with issues that have happened outside of school as the children are not in our care at these times.
If you would like to find out about clubs, dinners or payments	Please email the school office and the secretary will find the answer and reply as soon as possible. She will aim to reply to emails on the same day however, if she must find information from another member of staff, this may not be possible, but she will reply as soon as possible.
If you want to check if school is open	Please check on the school website or the school Facebook page. Any notifications of closures will be posted on both and sent out via the school app. You can also check for NI school closures online.
In the event that any member of staff feels that your concern needs to be escalated, the member of staff will inform the principal and seek advice on the next steps.	
If you need to inform us of a change in family circumstances	Telephone appointments are available with the principal or the senior teacher for pastoral care. These will usually be responded to as soon as possible and will aim to be within no more than 3 working days.
If you need to make a complaint	Please follow the complaints policy found on the school website. Complaints should be sent in writing to the principal who will acknowledge receipt of the complaint within 5 working days and aim to bring your complaint to a resolution within 20 working days.