



GREYTON HOUSE VILLAGE SCHOOL

COMMUNICATION POLICY

January 2022

Good communication is more than a simple exchange of information.

Through effective communication, information is shared, heard and understood, trust is built, and actionable steps are put in place.

It is through good communication that partnerships are formed and continue to thrive.

In the spirit of good communication, this document sets out the guidelines between the staff, parents and the children of Greyton House.



GENERAL GUIDELINES

1. The Greyton House headteacher, staff members, grounds staff, teachers, pupils, parents and extramural teachers, on or off the property, whether in or out of school uniform and school hours, understand that they are representatives of Greyton House Village School and will do their best to ensure that communication between themselves and others is kind, caring, compassionate, respectful, confidential and delivered with impeccable manners.
2. Respect and speak well of education as a whole.
3. Understand that education is an ongoing relationship between the school and its families.
4. Respect and speak well of Greyton House Village School and our community.
5. Understand and embrace the Greyton House Ethos.

OUR EDUCATION PHILOSOPHY

At Greyton House, we continually strive to deliver quality education by nurturing the three pillars of our success as a school:

1. Small class numbers
2. Community and environment involvement
3. Committed and talented teaching staff

Greyton House sees each child as an individual. We teach and support learners to develop research and investigation skills that make them strong, independent people who are capable of self-initiating and managing their learning now and in the future.

Together, we support them in an ever-changing world by teaching and encouraging growth mindsets, emotional intelligence and innovative thinking.

OUR SCHOOL ETHOS

A child learns from their surroundings. As professional teachers, it is our responsibility to be the people we want our children to become. At Greyton House, we strive to produce learners who are compassionate and respectful, take initiative, display self-control, and show integrity with true grit.

How you can best support your child:

1. Be aware and involved in the academic, cultural, and sporting life of your child.
2. Attend Parent Evenings, Teacher Information Evenings and talks held by the school.



3. Read your child's reports, newsletters, homework diaries and school emails.
4. Show an interest in your child's academic progress.
5. Speak kindly of Greyton House teachers, even if you do not agree with all of them
6. If there are issues with teachers, either personal or academic, please deal with through the correct channels outlined in this document.
7. Understand that a school's academic programme is supported by extracurricular activities like camps, outings, sports, and cultural activities. Encourage your child to take part in as many of these as possible. The world is a busy thriving place, encourage your children to be busy and thriving.
8. However, equally important to the above, make time for your children to play, imagine, create, and even experience a little boredom.

As a Greyton House Parent:

1. Please ensure that all communication coming from a parent abides by the Greyton House code of conduct of integrity, pride, respect and compassion.
2. The school parking lot or WhatsApp groups are not always reliable sources of school information. Please contact a teacher, the school administrator or the Headteacher if you are unsure about anything school-related.
3. Show moral courage. Your child is watching and learning.
4. Respect and value the role of Greyton House. Before responding to your child's complaints, speak to a teacher or the Headteacher first and give yourself time to understand both sides of the story.
5. Please respect the Greyton House rules of attendance, timekeeping and uniform.
6. Try to support your children at sporting or cultural events when possible.
7. Please return documents on time. It sets a good example for your child.
8. Invest in your school. Give of your time when possible. This shows your child that school activities are worth valuing. Please note that all parents are required as per the school's terms and conditions to assist.
9. Get your children to school on time. This sets a good time-keeping example.
10. Greyton House sees children as individuals. We encourage you to listen to their views.
11. Please refrain from discussing the school or class star performer with your child. Your child is a champion in their own right. Regularly comparing, criticising or praising top performing pupils indirectly tells your child that you are not satisfied with their performance. This leads to fear and fear leads to underperforming.



12. Insist and encourage your child to grapple with issues socially and academically. Assist them where necessary but give them the space to deal with problems themselves where possible. This builds resilience and gives them tools for the future.
13. Be a parent. Set rules and boundaries. This shows that you love them.
14. Enjoy your children. Love them for who they are not who you want them to be. Their childhood is short and it will soon be over.

Greyton House WhatsApp Groups:

We are all navigating our way through ever changing modern communication tools and learning as we go. The points listed below are put into place to ensure efficient, polite, kind and effective communication. We ask that all members of the Greyton House Community support us in this regard.

- The class WhatsApp group is a one-way broadcast group to relay information to parents from the school.
- It is used for school and school-related matters, not community posts.
- Issues or questions that apply to a single child are to be sent via direct message to their teacher, parent or the School Administrator.
- Parents, please be sensitive to a teacher's personal time. Only contact teachers after hours in exceptional circumstances.

Social Media:

We love to see parents sharing their child's positive school experiences on social media. The page of an existing parent is the most authentic way to market our wonderful school to potential new parents and students. But due of the public nature of social media, please keep the following in mind when posting:

- Social Media platforms are powerful tools that require a great deal of responsibility.
- Both positive and negative posts remain cached forever (even if the post is deleted), think deeply before posting something online.
- Watch language and spelling, the world is watching.
- Try not to tag other children or their parents when posting unless you have their consent.
- The school reserves the right to post images of Greyton House children for marketing purposes. Names or locations will never be tagged.
- If you would prefer images of your child not to be published, please send a letter stipulating this, in writing to the school.
- There are clear communication channels for airing grievances, please make use of them. Social media is not the place for this.



- Please keep an eye on your children's social media presence and use. Children are not mature enough to deal with cyberbullying.

In the spirit of Greyton House's code of conduct of integrity, pride, respect and compassion; any form of inappropriate content, including, but not limited to, racism and hate speech, will not be tolerated.

QUARTERLY FEEDBACK SURVEY

- A survey will be sent out at the end of each term which allows parents to voice any concerns, comments or queries they may have regarding the school.
- These will be channelled to the correct Governing Body Committee for feedback
- Depending on the matters raised, the feedback will be shared the following term at the parents evenings. Should there not be a parents evening that term due to Parent / Teacher 1:1's, feedback will be shared by email, included in our online FAQ's and / or via an email directly to the person who brought the issue forward.

GREYTON HOUSE STAFF GUIDELINES

Greyton House teachers:

- Accept their professional responsibility to guide and support learners in developing their full potential by gaining the knowledge and skills to become socially responsible and self-supporting citizens.
- Are loyal to the school, obey lawful instructions and regulations, and conduct professional business through the correct channels.
- Do their best to maintain friendly co-operation with the parents of the pupils in their care. Do everything possible to uphold the pupils' confidence in their own homes, and keep the parents adequately informed of the well-being and progress of their child.
- Accept their responsibilities as members of a profession that leads the community value of education.
- Contribute to and maintain the dignity and public image of the teaching profession with their professional and personal conduct.
- Value the opinions and feelings of the children in the school.



Communication guidelines for teachers, administrators and management:

1. All communication from within the school from a teacher, staff member, pupil or parent abides by the Greyton House code of conduct of integrity, pride, respect and compassion.
2. All written or email communication is of correct grammar and spelling. This is imperative for an institution of learning.
3. All written or email communication considers the following important points:
 - WHO – who is the communication going to
 - HOW – which platform is used – refer to below levels of escalation
 - WHY – what is the purpose of the communication
 - WHAT – the message and how we use it to reinforce our Greyton House Ethos through tone (e.g. if we are teaching manners, we must also say please and thank you)
 - WHEN – how much notice are we giving and are we communicating consistently?
4. Levels of outgoing communication:
 - WhatsApp on the class group for quick reminders and/or urgent messages.
 - Email for official school communication
 - A general class note is sent directly from the teacher from their own email address. A general school note is sent from the School administrator
 - An important note is sent from the Headteacher on an official letterhead and from a branded Head/School Administrator email address or Mailchimp platform.
 - Printed official branded letters are used for events/camps/surveys/school work that require a signature by return
5. A calendar is shared for school events, term dates and sport.
6. All written or email communication from teachers is to be approved by their relevant Head of Department before sending.
7. Never assume that parents, teachers or pupils have a pre-understanding of the workings of the school. Be clear and detailed in your communication.

We thank you all for taking note of this communication policy and hope that it assists in defining boundaries and encouraging kindness in all aspects of school life.