

Staying Connected at Sutton Road

➤ Rationale

We aim to give every child the best possible start in life, preparing them for a successful future. Strong partnerships are at the heart of this vision. Through effective communication, we build the relationships and shared understanding that underpin our school community of children, parents, and educators. Working together, we will succeed.

Personal **R**esponsibility **I**n **D**elivering **E**xcellence

➤ Principles of communication

A strong communication strategy ensures that all members of our community feel valued and aligned with our shared vision. Our communication is:

- Clear, accurate, and precise
- Inclusive of the whole community
- Focused on listening to improve
- Supported by effective feedback systems

We communicate openly and honestly, always in a respectful way and in the best interests of our community.

➤ Collective responsibility

We encourage parents to actively engage with the information and opportunities we provide, such as newsletters, meetings, and coffee mornings. Should further clarification be needed, parents are always welcome to speak with teachers, the office team, or a member of the leadership team.

If information is heard informally, for example in the playground or through other parents, we ask that it is checked with the school before being passed on. Sharing unverified information can lead to confusion and potential harm within the community.

➤ How we communicate

In a large school like Sutton Road, we use a range of communication methods to share information with parents, we hope the below helps to clarify where information will come from and can be found.

	Information (As appropriate)		Information (As appropriate)
Face to Face 	Parents Evenings Incidental reminders Child level conversations Behaviour conversations, celebrations, rewards, praise.	Arbor 	Emails Trip Letters Club letters Key information about school or key events Urgent messages Diary Dates Parents Evening bookings Questionnaire / feedback requests
School Facebook 	Information about community events Celebrations of children achievements – what children have been doing in school Celebrations of events in school e.g. fundraising, whole school theme days Year group events, trips etc Reminders Safety reminders Residential photos to keep parents up to date when children are away	School Website Sutton Road Primary School and Nursery - Home	Curriculum learning information Key information for parents about school processes Admissions School calendar Staffing details Policies & Statutory compliance information Useful resources for parents Useful digital links to resources for children School holiday dates Holiday request form
X Twitter 	Whole school celebrations School Achievements Links to other agencies / companies	Medical tracker 	First Aid notifications Medication notifications Telephone call will also be made if your child has had a bump to the head
Class Dojo 	School Story section Whole school reminders, celebrations of events in school e.g. fundraising, whole school theme days, visitors to school Year Group Story section: Celebrations of learning in class/year group. Photos / videos of nice work / activities for parents to do at home	NEW	

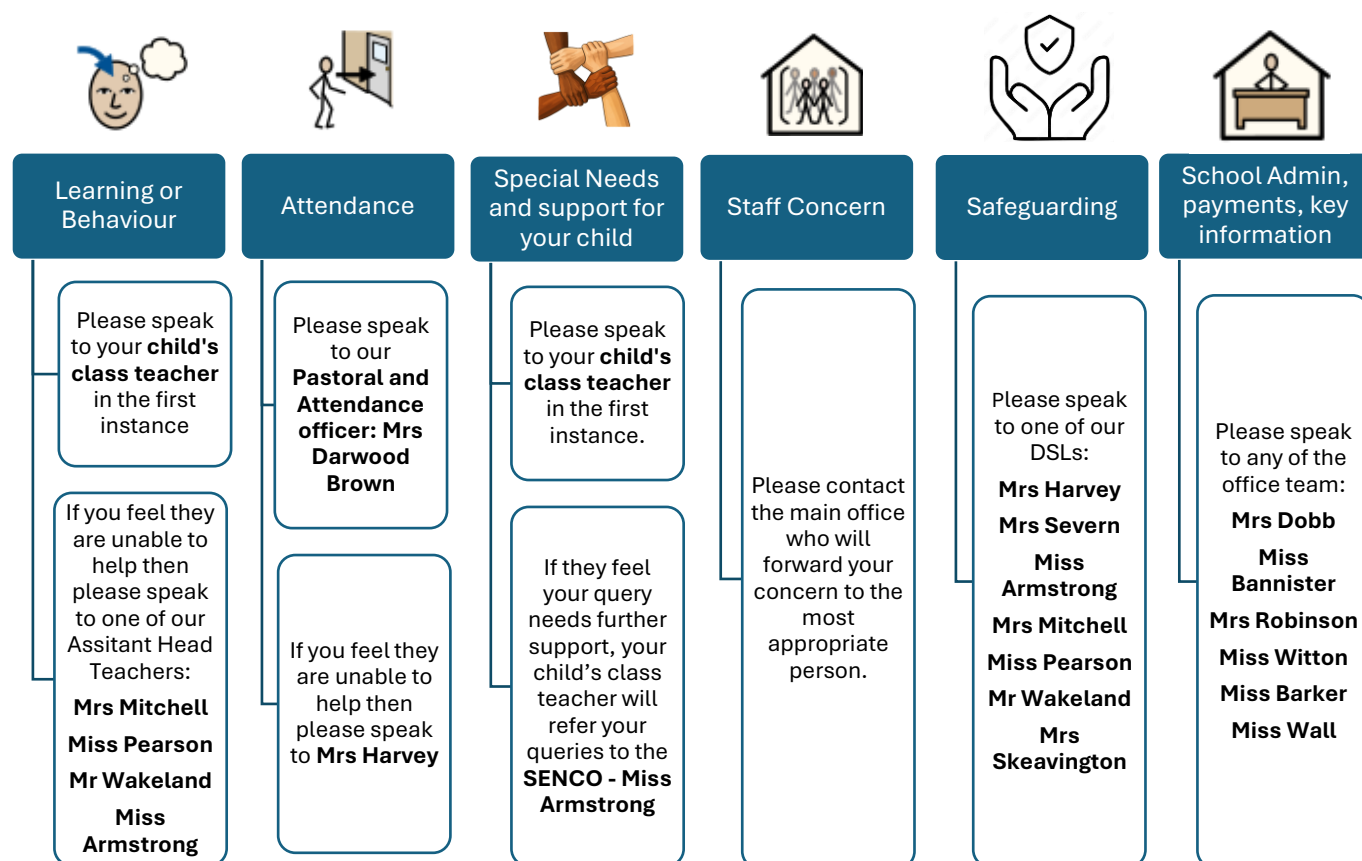
Recommended procedure for Parents / Carers

Remember the 1st point of call is always your class teacher

Talk to your child's teacher before or after school (please bear in mind that teachers cannot always discuss issues before the school day as they need to be prepared for the children) but they work closest with your child and will know them well 😊

Attendance

If you are reporting your child absent from school, please telephone the school office on 01623 455920 or via Arbor.



Teachers are available after school for brief conversations; however, appointments can be made by contacting the school office.

01623 455920 or office@suttonroad.org

If you remain concerned after following the steps above, please make an appointment to see our **Head of School, Mrs. Severn** or **Executive Head, Mrs. Davies** contacting the school office

01623 455920 or office@suttonroad.org

Our **Chair of Governors Mrs. Rebecca Jackson** is also here to support when a parent has a concern, she can be contacted through the school office. Further details and guidance on our Complaints Policy can be found on our website, or a hard copy can be obtained from the school office.