



**Glendower Preparatory School**

ESTABLISHED IN 1895

**Communication  
Policy and Guidance  
for Parents  
(Including EYFS and  
Wraparound Care Provision)**

**September 2023**

## **Introduction:**

Glendower expects all communication between parents and staff to be prompt, courteous and appropriate. Communication includes the use of telephone, letter, email, website, Parent Message Centre communications, via app, fax and face-to-face meetings. Our aim is to be as helpful as possible and offer a high level of personal service. This policy is available to all interested parties and staff via the School website, the Staff SharePoint, and in hard copy as requested. It is reviewed regularly, and as events and legislation requires, by the Head and Senior Leadership Team.

## Procedures for Communication:

### **Raising a Query:**

If a current parent wishes to raise a query, they are encouraged to contact the Class Teacher in the first instance. This may be done by emailing the member of staff (email addresses are in the format [lastname/initial@glendowerprep.org](mailto:lastname/initial@glendowerprep.org)) directly or emailing the main School Office ([office@glendowerprep.org](mailto:office@glendowerprep.org)) asking for the query to be dealt with. Any letter or email will be acknowledged within 24 hours and actioned within 48 hours, wherever possible.

### **Emails:**

It is important to bear in mind that a teachers' primary function is to teach the pupils during school hours and it may not be possible to check emails without compromising the educational provision or safety of the pupils. It is therefore not expected that a teacher will respond to an email during the School day, but they will acknowledge the email in 24 hours, and action it within 48 hours. In the case of an emergency or urgent request, the school office should be contacted.

Emails detailing home pick-up arrangements cannot be sent on the same day, and parents should fill in the PURPLE NOTE, which details changes in pick-up arrangements. Where unavoidable (e.g. stuck in traffic, or medical emergency) last minute changes should be communicated via the school office and not via email to the class teacher. If a teacher has not been informed of any changes to usual arrangements by the parent or carer, they will not release the child into the care of another adult, even if they are known to them.

Emails should be kept to a minimum and should not consume too much time for the member of staff receiving it. Where possible, contentious or in depth information should be communicated in a face-to-face meeting, booked ahead.

Any changes to contact details of parents, nannies or emergency contacts **MUST** be communicated immediately to the school office on [office@glendowerprep.org](mailto:office@glendowerprep.org)

## **Parents' Meetings:**

Parents of pupils in EYFS are encouraged to keep their child's Nursery Key Person or Reception Teacher updated at all times regarding any issues or concerns. EYFS staff are always happy to organise times to meet with parents when required. More formal Parents' Meetings are scheduled in the first and last terms. A parent may request a meeting with a member of staff at any other time of the year by making an appointment directly with the class teacher or Subject Lead.

## **Information Events:**

These take place throughout the year for different age groups. Examples are as follows:

**'Curriculum Evenings'**: These meetings take place at the start of the School year from Nursery to Year 6. It is an opportunity for parents to meet their child's class teacher and parents of other children in the same Form. The class teacher will give parents a more detailed picture of events particular to the year group. There is also an opportunity for a question-and-answer session at the end.

**'Open Afternoons'**: These are Year group specific, and parents are invited into the classroom to look at the books together with their child. These are not intended for feedback from the teacher and any specific concerns can be followed up in a separate meeting by appointment.

**Senior School Information Evening**: This presentation is held for all parents in Year 4 and 5. It is led by the Head, Deputy Head Academic, Heads of Department, class teachers and other members of staff.

## **On-Line Communication:**

**The Whitehouse**: The Whitehouse newsletter is emailed every Friday at 4.30pm. This contains important reminders, dates for the week ahead, news on the previous week's events, as well as staff appointments and news. Please let the School Office know if you are not receiving this mail every Friday.

**The Head's Weekly Newsletter/Blog**: 'The Head's Newsletter' is a weekly communication for parents, embedded in the Whitehouse. This contains important information and parents are asked to read this each week to inform themselves of news, updates and information.

'The Week Ahead' Newsletters for EYFS and Pre Prep (Years 1 and 2): 'The Week Ahead' is emailed every Friday. It contains useful information about what the girls will be covering in the core subjects the following week. Children are not expected to prepare at home, but it gives parents a better understanding of what pupils in the EYFS and Pre Prep learn each week.

The 'Looking Forward' Newsletter email is for Year 3 parents and is emailed every Friday.

It contains useful information about what the pupils will be covering in the coming week, including specific reminders and information pertinent to Year 3 only and is intended to support the transition of the girls from the Pre Prep into the Prep School.

**Parent Portal:** When a pupil joins the School, parents will receive an email explaining how to activate their secure Parent Portal Account. A User Guide will also be sent out and the School Office is happy to assist new parents to navigate their way around it. The School's preferred method of communicating with parents is by email, or in emergency, via school text. The Parent Portal has a specific area for Sports Fixtures (Evolve), where parents can view Fixture Lists, Team Sheets (which are also emailed to parents) and general information from the PE Department. A link to the Parent Portal is available on the School Website for your convenience and the School Calendar is available on the website and can be viewed by signing into the Parent Portal.

**School Cloud** is used for Clubs sign-up and booking of Parents' Evenings. Parents also have the ability to contact members of staff, as well as members of the Glendower Parent-Teacher Association and Class Reps.

### **Other Communication:**

Reception and Pre Prep (Years 1 and 2) take home a Reading Record on a daily basis, in which your child's Class Teacher will keep you updated on your child's progress in reading. Seesaw is also used to communicate information and schedule homework in the Early Years and Pre Prep only. Prep School Pupils in Years 3 to 6 use Homework Diaries as an important means of communication.

Communication with, via and to the Glendower Parent Teacher Association (GPTA) should be carefully considered, respectful and polite, in keeping with our sense of community and family. Please refrain from discussing specific and personal issues on Class, Year or Group chats (whether on WhatsApp or email) and please always direct any concerns about the School or its educational and pastoral provision directly to the School and the relevant member of staff. The GPTA intend to launch an improved platform for the sharing of information and events within the community and further details will be sent out when confirmed.

### **Out of Hours/Holiday communication**

Staff receive internal training and reminders about the School's communications policy and their responsibilities therein. Please note that staff are encouraged to use 'out of hours' or holiday notifications to inform you when there will be an additional delay in their response to an email. Please refrain from sending an email over the weekend or during holidays, unless absolutely necessary. In the case that emails are received out of hours or whilst the School is closed, a response may take longer to receive, and parents are encouraged to email the School Office or a member of the Senior Leadership team if the request is urgent or important.

## **Safeguarding Pupils:**

Glendower has a duty to safeguard all pupils, and this includes protecting children on the worldwide web. Parents are therefore asked not to place photos of other people's children on social media sites (e.g. Facebook or Instagram) without the express permission of the parents concerned. Pupils in the Prep School (Years 3 to 6 only) are asked to sign an IT Code of Conduct every September for the academic year, detailing responsible use of the internet. Regular information evenings about the internet and use of social media are held at the School for both parents, pupils and staff. Pupils are also educated on how to be safe online during Computing and PHSEE lessons. While the School will do everything reasonably possible to educate the girls about safer internet use while on and offsite, it remains the responsibility of the parents to monitor their daughter's internet use to ensure her safety and appropriate use of websites and communications while offsite. The School takes its responsibility very seriously and as such, works in partnership with parents to ensure every possible measure is taken or put in place to support and educate both pupils and parents on safer use of technology both on and offsite.

## **Complaints Procedure:**

The School prides itself on effective communication, but in the rare case that parents are dissatisfied with its communications, parents are asked to follow the following steps; please approach the appropriate member of staff in the first instance with regard to any concern or complaint. Should a parent (or parents) feel the concern has not been addressed or resolved, the Head of Nursery, Head of Pre Prep, Academic Deputy Head or Pastoral Deputy Head should be contacted. Should this still remain unresolved, the Head can be contacted. We endeavour to deal with any complaint fairly and promptly, however, if you wish to take a matter further, please refer to our 'Parental Complaints Procedure,' which can be found on the School website.

Reviewed:      September 2023

Headmistress:              Mrs Nina Kingsmill Moore  
Assistant Head (Educational Operations: Ms Amelia Shore