



Glendower Preparatory School  
ESTABLISHED IN 1895

## Parent Communication Policy 2024/2025

### **Open Door Policy**

At Glendower Prep School, we are committed to fostering a strong and open partnership with parents, built on mutual respect and constructive communication. We operate an “open door” policy, where we actively encourage parents to share feedback, raise concerns, and engage in dialogue to support the well-being and academic success of their daughter/s. We value every opportunity to address individual issues in a personal and timely manner, ensuring that all communications are clear, respectful, and solution-oriented.

We value the feedback and perspectives of our parents, as they play a vital role in the life of our school community. We recognise that there will always be a range of views and opinions on various aspects of school life, and while we are committed to listening and considering all feedback, we must also acknowledge that it is not always possible to fulfil every request or suggestion for change.

As a professional organisation with a long-standing history of educating girls and prioritising their well-being and development, our decisions are grounded in educational best practices and our core values. While we strive to balance the diverse needs and preferences of our parent body, we ultimately make decisions that reflect our commitment to the holistic development of every child and the long-term vision of the school.

We trust that, as part of our community, parents respect and support the professional judgments made by our leadership and staff, who are dedicated to providing the best possible education and care for all students. By working together, we can create an environment that fosters the academic, emotional, and social growth of each girl at Glendower.

### **Formal Communication Channels**

We provide several formal opportunities throughout the school year for parents to engage with staff and share feedback, including:

- **Parents’ Evening:** These are scheduled three times a year and provide a focused opportunity to discuss your daughter's progress directly with their teachers.
- **Written Reports:** Parents receive comprehensive reports twice a year detailing their daughter’s academic progress, achievements, and areas for improvement.

- **Welcome Evenings and Curriculum Events:** These events, held at key points in the school year, allow parents to meet staff, understand the curriculum, and ask questions about their daughter's learning experience.
- **School Portal Updates:** Regular updates about your daughter's academic and pastoral progress are shared through the school's portal.
- **Whitehouse Weekly Newsletter:** Published every Friday, this newsletter keeps parents informed about upcoming events, important updates, and school news.
- **School Post Letters and Messages:** General school communication is sent home via the school post on Mondays and Wednesdays.

### **Informal Communication Channels**

In addition to formal channels, we offer several informal ways for parents to share feedback and connect with staff:

- **Senior Leadership Team (SLT) Availability:** Members of the SLT are available at morning drop-off every day to address immediate concerns or offer guidance.
- **Form Teachers at Pick-Up:** Form teachers are available for brief conversations at the end of the school day during afternoon pick-up.
- **Requesting 1:1 Meetings:** Parents can request a one-on-one meeting or phone call with the Headmistress, the Senior Leadership or any other member of staff via email. We encourage parents to reach out as needed to discuss individual concerns.

### **Communication Ladder**

To help parents navigate who to contact for specific queries, we have introduced a Communication Ladder which is available alongside this policy and has been designed to help parents connect with the right member of staff efficiently, ensuring issues are directed to the most appropriate person.

### **Inviting Parent Feedback – Parent Surveys & Other Feedback Forums**

We are pleased to announce that we will soon be conducting a parent survey, which will play a key role in shaping our strategic development plan. The data collected from this survey will not only inform our decision-making but will also help identify areas where parent consultation is needed. This consultation is likely to take place through the introduction of focus group meetings, coffee mornings, and drop-in sessions. While the specifics are yet to be finalised, further details will be shared early in the Spring Term 2025.

### **Email Communication**

We aim to maintain timely and effective communication through email. Please note the following guidelines regarding email expectations:

- **24-Hour Acknowledgement:** During the working week (Monday-Friday), parents can expect an acknowledgment of their email within 24 hours. In cases where further time is required to address the query, a more detailed response will follow as soon as possible.

- **Discouraging Out-of-Hours Emails:** While we understand the convenience of email, we kindly request that parents avoid sending non-urgent emails outside of working hours (after 5 pm or on weekends). Urgent matters should be addressed via the school's main office.

We value your feedback and look forward to working together to ensure the best possible experience for your child at Glendower Prep School.