

COMMUNICATION WITH PARENTS / GUARDIANS

We regard the relationship between home and school as a very important feature of our work. It can only be to the student's benefit that we keep each other regularly informed. The school sends home many information sheets and letters to parents.

All students are issued with a Student Organiser for daily information. Students will also receive a calendar for the forthcoming year. During the school year there are opportunities for parents to meet subject teachers and form tutors on a more formal basis at parent's evenings and academic mentoring days.

Parents are asked to keep the school in touch by providing their children with notes explaining absences, lack of uniform etc. If the information is more confidential a letter may be posted or, if more urgent, the parents can telephone the school.

Each student has a Student Organiser which must be taken to all lessons and home each night and staff should make use of this when appropriate. The Organiser should be closely monitored by the tutor for:

- Parent's signature and any comments
- Standards to which they are kept – neatness, clean and no graffiti
- Homework is being entered on a regular basis.

Emergency numbers

Student's details are kept in files in the staff room and available on SIMs.Net. There is a section in the Student Organiser for recording emergency numbers and tutors must ensure this is completed. Any address or telephone number changes must be passed to the Office for records to be updated. The Office must be informed so that the database is updated and a new record sheet is issued and filed.

Safeguarding Learners

Under no circumstances should a member of staff give their home contact details or mobile phone number to a parent or student. All meetings between staff and parents or students should be held on the school site. However, sometimes it is appropriate for staff to provide parents with school e-mail addresses. Please ensure e-mails are written in appropriate formal language and are a matter of record. Please check with your Line Manager if you are unsure.

Letters

The administrative assistants in the school office type **all** correspondence. All letters can either be e mailed to the office for formatting or hand written for typing. Deadline for collection of post by the Royal Mail is 4.00 pm each day.

Copies of out-going letters are retained on file and copies given to staff as appropriate. Staff should consult their Head of Department or Head of School if at all unclear on the content of correspondence to parents.

Standard Letters

Please e-mail **office@esherhigh.surrey.sch.uk** with your requirements. The Admin Assistants will need all the relevant details for your letter e.g. full name of student, subject details, dates of detention, room number and reasons for detention. The following standard letters are available:

First Letter on Report
Good Progress on Report Letter
Unsatisfactory Progress on Report Letter
HOD Detention Letter
HOS Detention Letter

KS4 Subject Concern Letter
Subject Concern Letter
Subject Detention Letter
Subject Improvement Letter
Subject Praise Letter

Interviews

Parents need to discuss some matters in person and may request an interview. Use an Interview Sheet to record the issues discussed and ensure that these details are put in the student's file, kept by Student Services. Some hints on dealing with an angry / difficult parent:

- a) use your judgement and gauge level of difficulty of situation and immediately seek advice from a senior member of staff if at all concerned about the situation
- b) a coffee often calms the situation at once
- c) let the parent get his/her worries out of his/her system before trying to comment or explain
- d) the atmosphere may be such that any attempt to reason would be unproductive – an offer to investigate and report back may be best
- e) be prepared to leave the parent and seek advice from a senior member of staff – it is unwise to tow a parent around and explain things in front of him/her.
- f) remain calm and professional at all times.

Parents Evenings

- a) be punctual: the appointment system depends on this
- b) have all the information to hand – mark book, notes, perhaps exercise books
- c) be positive, be concise, offer constructive criticism, be confident
- d) ask parents questions about the amount of time spent on homework, and so on
- e) parents who criticise colleagues should be directed to those colleagues and if they remain unsatisfied, to the appropriate Head of Department/Senior member of staff
- f) be prepared to follow up information gained from Parents' Evenings

Records

Use the on line incident form to record student related incidents. Keep brief records of other important incidents and events and DATE them. The few moments it takes to note information may repay itself enormously.