

**Lochside Academy Home/School Communication Policy**

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| It is essential that the school and home keep in close contact through all the years of a pupil’s schooling so that parents are kept fully informed.  The school and parents must work together in partnership to provide support for pupils so that they may fulfil their potential.  The school communicates with parents and carers in a variety of ways and so it is important that we hold up to date and accurate contact details for those we may need to contact.  This is particularly important for Emergency Contact details should your child become ill or have an accident during the school day.  To inform the school of any changes to contact details please contact the school reception.  **Methods of Communication**  Due to the cost incurred by the school, Groupcall text messages will be used in the event of an emergency or for attendance queries only.  Termly newsletters are emailed to parents to keep them informed of school news, developments and successes.  Information letters are also issued to stages/classes/groups as appropriate.  All letters including newsletters and invitations to meetings will be sent out via email in the first instance.  We ask that the school email address is saved as a contact to avoid communication being redirected to a junk mail inbox: [lochsideacademy@aberdeencity.gov.uk](mailto:lochsideacademy@aberdeencity.gov.uk)  The school’s website features various detailed information that allows you to keep up to date with school information and events:  Twitter and Facebook are used to promote Lochside Academy through sharing excellence, general school activities and promoting events.  Members of school staff may phone parents/carers to discuss any issues, concerns etc. If contact is not made, the member of staff will leave a message stating their name, the date and time of the call and the reason for calling. If returning their call, please contact the school reception and ask for the member of staff by name.  On occasion Aberdeen City Council and the Scottish Government communication will be distributed through the school.  The list below is a guide to school communication;   |  |  | | --- | --- | | **School Communication Option** | **Information Communicated** | | Groupcall Text | Emergency information and attendance queries only | | Email | General information, updates, events, reminders, newsletters and school letters, | | Twitter / Facebook | Generic information, school successes – Not for parents messaging the school | | Website | Detailed school information | | Phone calls | Accident/emergencies, behavioural issues, curricular cause for concern | | Google Forms | Permission forms, surveys, event signups |   The school continues to use letters for formal contact with parents where applicable.  Progress reports are issued in paper format where parents are strongly encouraged to respond to concerns or points for clarification in order to support your child in their learning.  Any parent who does not have the facility to receive communication via email should contact the school office to ensure that paper copies of communication are available to collect from the school office at your earliest convenience. |