WALTHAMSTOW MONTESSORI SCHOOL

COMMUNICATION POLICY

Introduction

Good communication between the school and home is essential. Children achieve more when schools and parents work together. Parents can help more if they know what the school is trying to achieve and how they can help.

At WMS we aim to have clear and effective communication with parents and the wider community. We have a particularly high level of interest in the school and take many enquiries by phone and email from interested people every day, as well as staff wishing to work here. We also receive an email or phone call from a current WMS parent every 2 minutes on average. As you can imagine that makes it a very busy environment! However, we are committed to giving everyone a response and we aim to do so as swiftly as we can. We work very hard to ensure that happens and we feel that everyone is being listened to.

When a parent joins our school, they will see that we communicate with them using a wide range of different strategies depending on how quickly a message is received, how important it is and who it needs to reach. We have to make this decision about every item of information each day. Our communication reflects important information as well as relaying what is going on in our school and organisational information. It takes a great deal of our time. However, we enjoy the process of information sharing with parents as we are proud of what we do and what our children achieve. Good communication with parents has been a cornerstone of WMS since we opened in 2001.

Email

When your child joins WMS we use the contact information that you supplied us with to create information files. We will use the given email addresses to add to our email group for whole school mail outs of things such as our lovely weekly newsletters. We do a test email in the first week of each term to ensure that everyone has the chance to tell us if they aren't receiving emails. We can then

look into this. It is very important that you let us know in writing, if you change your email address. We also like to share things with you such as our 'focus policy'. We review and update our policies with our staff throughout the year and we find it useful to also email this information to parents so you can see what we have been doing. We also find it good to receive communication from parents by email as we can look back over these when we need to and check that an answer has been given.

Parent Text

We pay, each year, for a company to provide a texting service for us so that we can send short texts to parents, usually with a group message. We use the mobile phone number that you supplied to add your child to the database. We are only able to use one telephone number per child on this system. Sometimes texts are for just one class or can be for the whole school. We find them very useful and quick. These texts are created on a computer and have a maximum amount of characters so we are very limited as to what we can say so please excuse the fact that they are often just short pieces of information. This service can't be responded to. Again, we must be kept informed of any changes to mobile phone numbers for both contact and emergency purposes.

Newsletters

These lovely letters, as mentioned above are sent by email weekly. Very few schools do anything quite as ambitious and they take a considerable amount of time for every member of staff each week. However, you will see that even in a single week we have a lot to communicate to you. We want you to feel involved in your school and to share in your child's learning in this way. If you have anything to contribute about a service or local activity or have something to sell that is related to the school or if your child has achieved success in something outside school then please let us know so we can include it in the newsletter.

School reports

Each year we provide a written report to parents on a child's progress in the various curriculum areas. These are issued at the end of the Summer Term. The report advises on areas of strength and targets for future learning.

As well as receiving the annual written report there are two parent-teacher meetings throughout the year (Autumn and Spring Terms;) these meetings allow

you to talk with your child's class teachers and find out about their learning and progress.

At the beginning of every term each class issues a 'welcome back letter' this tells you about what the class will be doing this term, which teachers there are and welcomes any new children.

Noticeboards

We have noticeboards at both of our buildings, and they always have information such as term dates, diary dates and a copy of the most recent newsletter.

Website

Our website gives information about the school to new and interested parents as well as to existing parents. Term dates, fee information and registration forms can be found there.

Social Media

The school now uses Instagram to keep its parents informed of day to day activities and school news.

Face-to-face

The school encourages parents to share any issues about their child at the earliest opportunity and we will arrange for meetings or phone conversations to take place as quickly as is possible.

This policy was adopted on dated: **01.03.2016**

Date last reviewed: 1st September 2026

Date to be reviewed: 1st September 2027