

Home – School Communication

We welcome all communications between home and school and we really value your interest in your child's education. By working together, we can ensure your child's experiences are as positive as possible.

Partnership Working

Partnership and dialogue with parents and carers is very important to the school. We recognise that in such a large organisation you need to know who is best placed to receive your comment and to take it forward for appropriate action as required. This leaflet outlines the most effective and efficient channels of communication for you to use in order to initiate feedback or to give us your opinions.

Pupil Absences

When your child is absent from school or has an appointment, please contact the office in the morning to let us know. For any pupils absent without a call from home in the morning, the office will send out a group call during Period 1. It is vitally important that we know if a pupil is not present as it helps to keep our young people safe and accounted for.

Compliments

Compliments about staff, pupils or the school in general are welcomed. Positive feedback helps people feel that their efforts have been appreciated, makes people feel good about the work that they are doing and enhances the reputation of the school. It is always good to receive such feedback, whether verbally or in writing.

Concerns

We recognise that there may be times when you are unhappy with some aspect of the school's work. At those times, we aim to resolve issues as quickly and thoroughly as possible, minimising disruption to learning and teaching as much as we can.

Raising Concerns

Your child's Guidance Teacher is the most appropriate person to progress a concern involving your child. If you have a concern, please contact the school (contact details on the back cover) and ask to speak to your child's Guidance Teacher:

Mrs F Campbell

Mrs JA MacSween

If the Guidance Teacher is unavailable, a member of the office staff will pass on a message and your call will be returned. In most cases, this will happen soon after your call and certainly within two working days. The Guidance Teacher will make every effort to resolve the concern you have raised and will report back to you.

Unresolved Concerns

If the concern remains unresolved, you may ask the Guidance Teacher to pass the matter on to the member of the Senior Leadership Team linked to your child's year group:

S1&S2 – Ms H MacDonald

S3&4 – Mr R Gillies

S5&6 – Mr G Young

The year head will review what has already been done and will take any further necessary action. You will be updated thereafter. Should you remain dissatisfied with the response, please ask for the matter to be referred to the Head Teacher, **Mr G Young**. The Head Teacher will investigate your on-going concern and will report back to you. Above all, we hope that all concerns can be resolved within the school.

Concerns Not Involving Your Child

If you wish to raise such a concern, you may either telephone the school asking to speak to a Depute Head Teacher, or contact us via the email address on the back page of this leaflet. Concerns raised in this manner will be treated seriously, and you will be given general feedback about any action taken. Rules about confidentiality prevent us from giving detailed feedback about individual pupils or staff.

Feedback Timeline

Investigating concerns fully and professionally takes time. We aim to give initial feedback on any concern within two working days whenever possible. Where a more detailed investigation or more detailed response is required, this will be provided as quickly as possible and usually within 20 working days.

If and/or when the Head Teacher becomes involved in dealing with unresolved concerns or particularly complex and/or serious concerns, written feedback will be provided within 20 working days. All complaints will be recorded and action taken and noted.

Abusive Complaints

Many people find raising concerns stressful but most do so in a calm and reasonable way. If a complaint is made to a member of staff in an aggressive and/or abusive way, the member of staff will advise the caller that the call will be terminated if this continues. Should this happen, the Head Teacher will be informed and appropriate action will be taken thereafter if necessary.

Getting in Touch

You can contact us in the following ways:

Postal Address –
Sgoil Lionacleit
Lionacleit
Isle of Benbecula
HS7 5PJ

Email –
sgoilionacleit@gnes.net

Telephone –
01870 603690

Emergency Telephone –
01870 602817



SGOIL LIONACLEIT

Effective Home – School Communication Session 2018/2019

An information leaflet for
parents & carers