

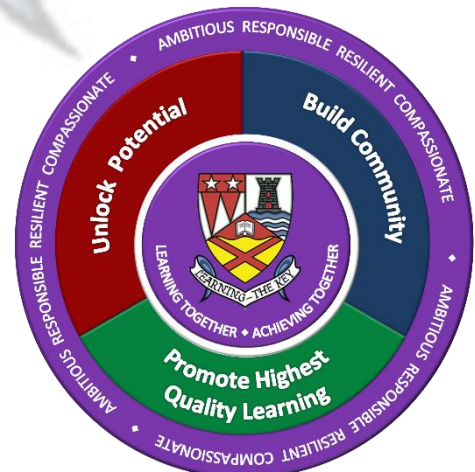


KINROSS HIGH SCHOOL

LEARNING TOGETHER ♦ ACHIEVING TOGETHER

Communication Policy

August 2023



AMBITIOUS ♦ RESILIENT ♦ RESPONSIBLE ♦ COMPASSIONATE

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Introduction

This policy seeks to define how we maintain good communication with parents/carers and other stakeholders. It provides an overview of what parents/carers can expect of us and, in turn, what the school will expect of parents.

It complies with relevant Perth and Kinross Council policy documents, including the [Customer Service Standards \(July 2010\)](#).

Our policy reflects the school's aim to Build Community, which underlines the importance of communication in cultivating trust and respect.

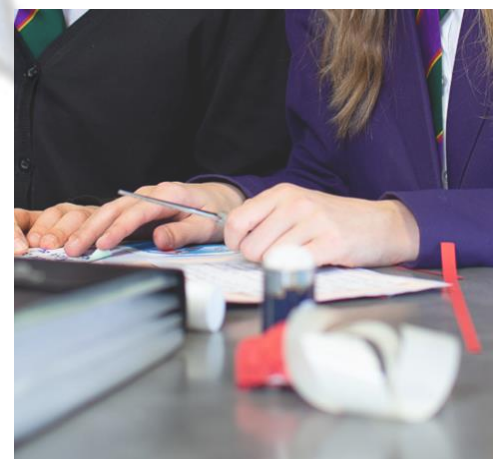
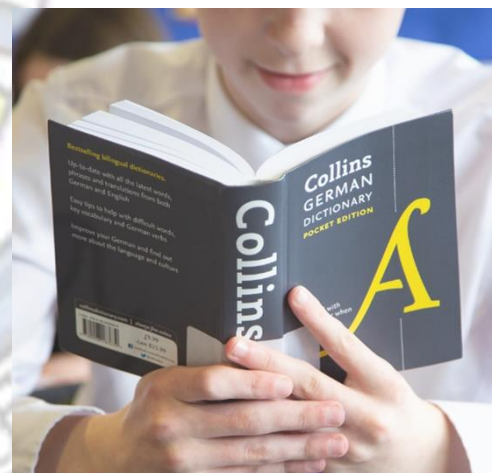
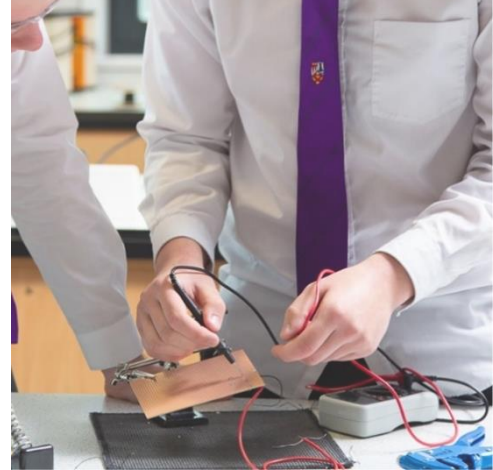
Your view is important to us, so that together we can build the best possible experience for our young people.

If you would like to leave feedback on any aspect of our communication, please [click here](#)

Our Commitment

In our communication, we aim to:

- Highlight key messages at the forefront of our communication.
- Write in plain English.
- Not use jargon unless its explained.
- Not use abbreviations unless they are defined.
- Keep our messages short.
- Promote positivity.
- Remove ambiguity.
- Identify key policies and links where appropriate.
- Acknowledge the view of others.
- Apologise if something is not right.



Making a Parental Enquiry

All parents/carers are encouraged to make enquiries directly to the school. You can contact us by emailing KinrossHigh@pkc.gov.uk or contacting us by telephone on **01577 867100**.

In many cases, including where a message needs to be passed to a pupil, enquiries can be dealt with directly by our office team. If they are unable to answer your query, it will be passed to the appropriate person in school.

In other cases where a different member of staff is required to respond, you can use the contact details above or email our House teams directly (if appropriate). More information can be found on our 'contact us' graphic in [appendix 1](#).

The following will apply:

Non-urgent enquiries

We aim to respond to all enquiries as quickly as we can. Our office team can answer most enquiries we receive. Our email accounts are monitored regularly to ensure you receive a timely response. Enquiries of a more complex nature will generally take longer to respond to however we aim to stick to timelines outlined in the Council's [Customer Service Standards](#).

Matters requiring an immediate response

Where a matter is of such urgency that it requires an immediate response (such as child protection or a family emergency), it will be passed to the most appropriate member of staff. Please **contact us by telephone** on **01577 867100** in this instance.

If you have concerns about a young person out-with school operating times, call the Child Protection Duty team **01738 476768**.

Enquiries by email

In the majority of cases, enquiries by email should be directed to the school's generic account: KinrossHigh@pkc.gov.uk

This will ensure they are forwarded to the most appropriate member of staff.

Any email to the school will also receive an automated reply confirming receipt and reminding parents of the [Customer Service Standards](#) timescale for responses. This email also advises that the school should be phoned in the event of more urgent enquiries such as [child protection](#) matters.

Email addresses for House Pupil Support Teams can be found [here](#)

Letters to school

In general, any letters requiring a response should, in the first instance, be addressed to your young person's guidance teacher.

Social Media

Parents should not use social media personal/private messaging to contact members of staff.

Parental complaints

The majority of enquiries receive prompt and satisfactory responses. If a parent is unhappy and wishes to make a formal complaint about any aspect of the school, this should be addressed to the Headteacher. The school follows the [Perth and Kinross Complaints Procedure](#). Such complaints can be made by email, letter, telephone or in person.

Subject Access Requests (SAR)

The Data Protection Act 2018 protects individuals from possible misuse of their information, while giving them legal rights to gain access to the information held about them by an organisation or individual within it. If a parent wishes to access information about themselves or their child(ren) this should be submitted in writing to the Council's Data Protection Team at: DataProtection@pkc.gov.uk

Freedom of Information (FOI) Requests

Members of the public have a legal right under the Freedom of Information (Scotland) Act 2002 to access information held by the Council. If you wish to request information from the Council, please contact the Council's Freedom of Information Team at: FOI@pkc.gov.uk



Ways to maintain good home-school communication

We think that when parents/carers and the school work together, it helps young people achieve their best. Our goal to be Ambitious, Compassionate, Responsible, and Resilient isn't just for the classroom – it's for everyone in our learning Community.

We want parents to be proud to be part of our school as this will influence how their child feels about coming to school and their schoolwork.

You should speak to us directly either to share your ideas or anything you feel we need to know. This is how we can best support your child at school.

Good communication is the foundation for a strong partnership with us. How you communicate with us is just as important as to how we communicate with you.

Pupil absence

Notify us of all absences as early as possible by leaving a message on our absence line: 01577 867199

The school's overriding obligation is to ensure the safety of the young people entrusted to it, and it is of the highest importance that reasons for any pupil absences are established as a priority each morning. It is therefore essential that parents notify the school as early as possible by telephone (01577 867199) where circumstances are likely to result in their child being absent from school.

Where no such notification has been received, parents will be sent a Groupcall message asking for the reason for absence. Parents are requested to respond to such messages as a matter of urgency, as the school will continue to pursue absences until such time as it has established a reason for an absence. In the past, this has led to the unnecessary involvement of the police.

Information returns

Throughout the session parents will be asked to make returns to the school by a stated deadline. These could be for a number of reasons, such as information data updates, confirmation of attendance of a pupil on a school trip or activity, feedback on reports etc. Whatever the reason, it considerably eases the administrative burden to the school when parents adhere to the deadlines provided.

Changing your contact details

It is very important that the school has current contact details for pupil contacts. It is vital that this information is kept up to date. This can be done using [ParentsPortal.scot](https://parentsportal.scot.nhs.uk/) or emailing us on KinrossHigh@pkc.gov.uk. We may need to contact you or a relative at short notice, for example, when a young person becomes unwell at school.

Use of social media

Consideration should be given regarding the nature of comments made about members of staff on social media platforms. Where a parent has a concern or complaint this should be raised with the school directly so this can be addressed through the [complaints](#) procedure.

Unacceptable actions

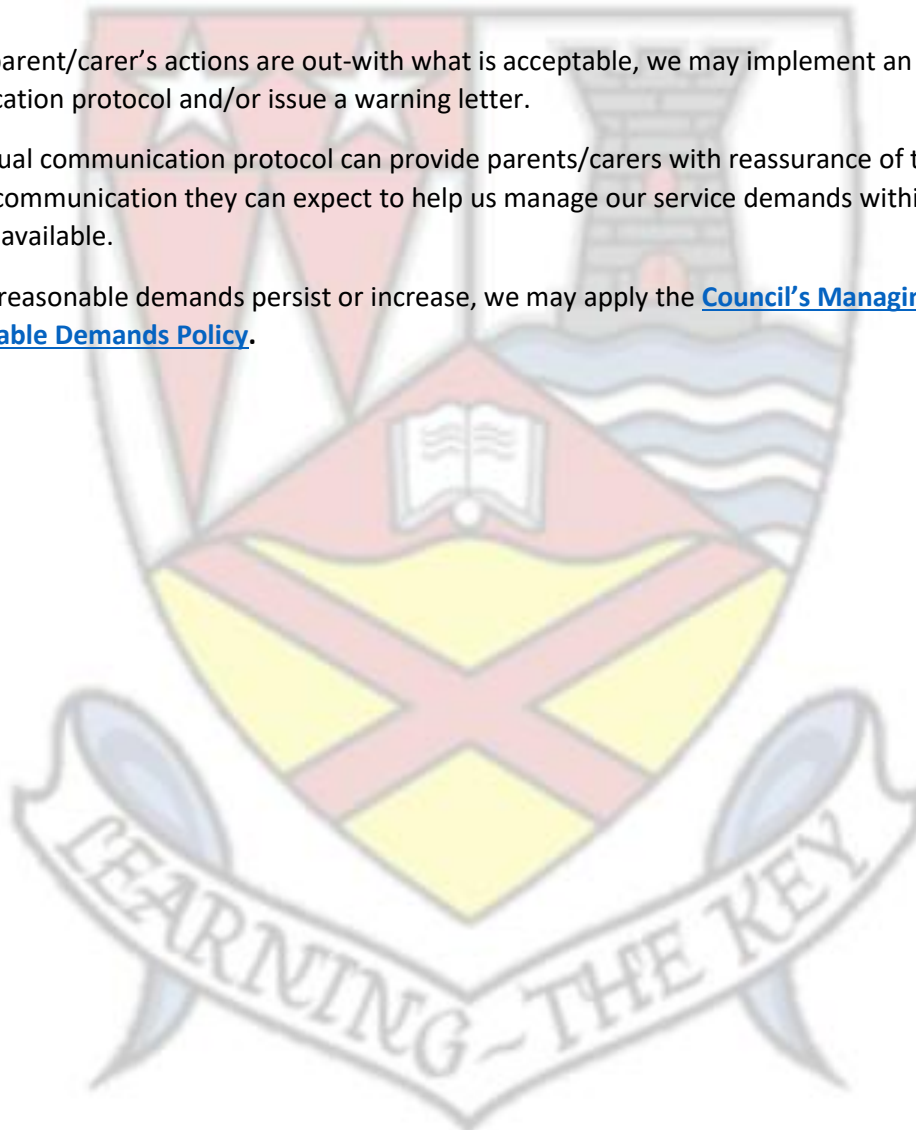
We have a Zero Tolerance approach to violence and aggression towards our staff.

Unacceptable actions are not always aggressive or verbally abusive. They can also be defined, for example, as unreasonable persistence, constant contact or refusal to accept explanations of decisions.

Where a parent/carer's actions are out-with what is acceptable, we may implement an individual communication protocol and/or issue a warning letter.

An individual communication protocol can provide parents/carers with reassurance of the level and timing of communication they can expect to help us manage our service demands within the limited resources available.

Where unreasonable demands persist or increase, we may apply the [Council's Managing Unreasonable Demands Policy](#).



How to find information about our school

Our main source of information for all interested parties is our school website which can be found at <https://www.kinrosshighschool.org.uk/>.

School website

This resource contains information about the life and work of Kinross High School. Here you will find copies of the latest updates, the weekly pupil bulletin as well as information about the courses we offer and how you can support your young person. The main headings are:

- our school, our vision and our policies
- Our faculties
- Latest updates
- For our parents
- The pupil experience
- Support for young people
- Loch Leven Community Campus

School Handbook

The school handbook is available to all parents through the [school website](#), and is updated by December of each year. This handbook meets the requirements of the Education (School and placing Information) (Scotland) Regulations 2012 and its purposes include:

- providing a welcome for new parents to the school
- helping parents to choose a school
- helping parents to prepare their child for school

The handbook serves as a practical guide about school, authority and national policies and how these will impact on a child's experience at the school. It should also give the reader a good 'feel' for the sort of school that we are.

The school handbook is also available on [our website](#) or as a hard copy upon request.

Standards and Quality Report

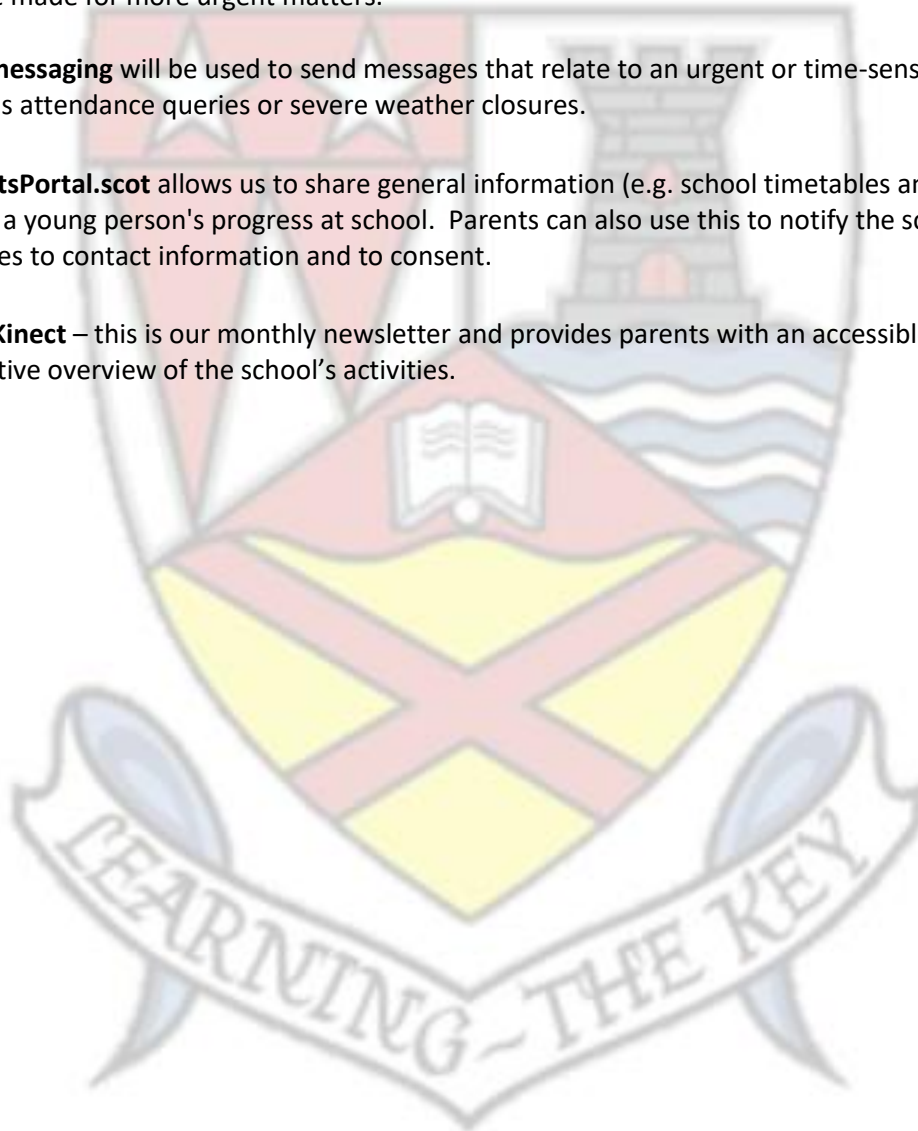
The school is required under the Standards in Scotland's Schools etc (Scotland) Act (2000) to publish an annual report including key performance measures such as those relating to attainment and attendance. This report is published on the school's website in September.

Please [click here](#) to access previous standards and quality reports.

General communication to all parents

The school uses a variety of methods to communicate with all parents on matters which are of interest to them. These include:

- **Email** will be our primary method of communication to parents/carers. We will use this facility to push general notifications to parents/carers that will direct them to news and information on our website. Individual emails will be sent for more targeted communication, or telephone calls will be made for more urgent matters.
- **Text messaging** will be used to send messages that relate to an urgent or time-sensitive matter such as attendance queries or severe weather closures.
- **ParentsPortal.scot** allows us to share general information (e.g. school timetables and reports) about a young person's progress at school. Parents can also use this to notify the school about changes to contact information and to consent.
- **Your Kinect** – this is our monthly newsletter and provides parents with an accessible and attractive overview of the school's activities.



Our Communication Plan 2023-24

Our communication plan highlights the planned communication structure for KHS.

We will digress from this when it's important to get in touch with you, but whether you are a member of staff, a pupil or a parent/carer you will find our main touch points listed.

Who	What	How often?	How
Wider Community	Newsletter An article highlighting what's going on at LLCC and KHS and celebrating successes and achievements	Monthly	Contribution to the <i>Kinross Newsletter</i>
Pupils	House Assemblies Updates from staff on whole school matters	Weekly	In person
Pupils	Targeted Assemblies Assemblies allow the school to update specific year groups on matters affecting them as they arise	Ad hoc	In person
Learning Community	Your Kinect A monthly newsletter which includes important news and upcoming dates for your diary	Monthly	Link sent by email, school website and Twitter
Pupils and parents/carers	Parents' Evenings An opportunity to engage directly to teachers about the progress of your young person at school	Annually for each year group	In person
Pupils and parents/carers	Pathways Evening To help young people make informed decisions about course choice	Annually for S2 and S4/5	Presentations (virtual) from staff members
Pupils and parents/carers	Positive Destinations To help young people with their preparations for moving on from school	Annually	Presentations (virtual) from staff members and school partners
Pupils and parents/carers	P7 Transition A programme of events to prepare P7 pupils for attending KHS	Annually	Transition days for pupils as well as digital content

Who	What	How often?	How
Pupils and parents/carers	P7 Parents' Evening To familiarise P7 parents/carers and pupils as they prepare to move up to high school	Annually	Presentations from staff members and pupils
Pupils and parents/carers	Standards and Quality Report Provides a report on progress towards national priorities and local improvement objectives	Annually	Published on the school website
Pupils and parents/carers	School Improvement Plan Highlights local school improvement priorities for the year	Annually	Website
Pupils and parents/carers	Pupil Handbook Information guide to policies and the pupil experience at Kinross High School	Annually	Website and Perth and Kinross Council's Website
Parents/carers	Parent Council Meetings This meeting is open to all parents/carers and the agenda is organised by the Parent Council with contributions from the school	8 per school year	Meetings organised by the Parent Council Minutes published on the school website Meeting reminders published in Your Kinect or sent by email
Pupils	Bulletin Newsletter to share information with our pupils	Weekly but with daily updates and reminders if required	In classroom tutor time and on school website
Pupils	Google Classroom A repository for learning resources and assignments assigned by class teachers	Daily	National Education platform GLOW (online). Each pupil has a unique login and password

Who	What	How often?	How
Pupils	Google Classroom (Year) Each year head will use the year google classroom to share information directly with young people	As Required	National Education platform GLOW (online). Each pupil has a unique login and password. Each young person is allocated a classroom for their stage.
Staff	Kinect Our weekly newsletter for staff sharing updates and information	Weekly	Email, SharePoint and MS Teams
Staff	Staff Community Channel Direct communication with staff which allows them to interact and respond. Opportunity to share information and encourage social links	As required	MS Teams
Staff	Email Direct communication with staff to provide timely updates between editions of Kinect	As required	Email
Staff	Staff Meetings	6 per year	Presentations from staff members and partners
Staff	Inset days Opportunity for information sharing, training and development	5 per year	Sessions will be undertaken with all staff in school
Staff	Staff Consultative Committee The group will act as a representative of staff views and be consulted on revisions to School Improvement Plans and operational matters	5 per year	Meetings held in school

Dates for external communication will be shared on the school website calendar once confirmed, and reminders shared through Your Kinect. Internal dates will be shared through the school management Calendar once agreed.



Parents' Evenings & Report dates 2023/24

Report 1 4 October
Report 2 30 April
Parents' Evening 23 Nov (part 1)/9 May (part 2)

S1

S2

Report 1 29 September
Report 2 6 February
Parents' Evening 22 February

Report 1 3 November
Report 2 6 March
Parents' Evening 7 December

S3

S4

Report 1 20 September
Report 2 17 November
Report 3 24 January
Parents' Evening 25 January

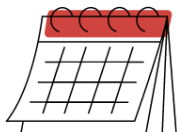
Report 1 20 September
Report 2 17 November
Report 3 19 February
Parents' Evening 29 February

S5/6

CONTACTING KINROSS HIGH SCHOOL



Tell us about an absence or appointment



01577 867199



07860 049504

Discuss a concern about your young person



BenartyPST@pkc.gov.uk

KHSMoncrieffePST@pkc.gov.uk



LomondPST@pkc.gov.uk

OchilPST@pkc.gov.uk



01577 867100



Report a child protection matter



01577 867100



01738 476768

General enquiries



01577 867100



KinrossHigh@pkc.gov.uk

Frequently Asked Questions

How can I find out when parents' evenings are on?

Our [school calendar](#) will be added to our website at the beginning of the academic year. Updates and reminders about events will also be included in our newsletter 'Your Kinect'.

We will contact you by email to let you know how and when to sign up for Parents' Evening. Appointments and more information can be found on our [website](#).

Where will I find information about extra-curricular activities?

The [pupil bulletin](#) highlights pupil news and opportunities. This is shared with pupils during TSG and is uploaded to the school website every Monday for the week ahead.

Who do I contact if my child is struggling with a subject?

If you don't have a parents' evening coming up, we recommend you contact your child's house team in the first instance and they can look into this. They could already be aware of a situation this if a class teacher has raised a concern.

How will I know how my child is getting on at school?

There are limited opportunities in the year for parents to meet face-to-face with teachers because the majority of their working time is committed to teaching pupils. We aim to keep you informed through

- Two tracking reports issued per year (3 for pupils in S4-6)
- One parental contact evening for each school year

You can be confident that processes are in place for staff to raise concerns about a young person at any point in the year and that these would be shared with you. House teams regularly review attendance and departments will monitor progress of individual young people.

How will I know what's on my child's timetable and who their teachers are?

Signing up to ParentsPortal.Scot will connect you with the information we hold about your young person on our management information system and this includes their timetable and class teachers. Almost all schools in Scotland use the same management information system and will use ParentsPortal.Scot for sharing that information with parents/carers. This supports the ease of data sharing when a young person moves school.

What are the PKC Customer Service Standards?

Our staff are committed to providing an excellent level of service to our customers by

- Ensuring we focus on the needs of our customers when planning and delivering services
- Working towards equality of access to services and providing information and opportunities for all customers to influence the way services are delivered
- Applying the same standards of customer care to all our customers while recognising that customers have individual needs

As a minimum, we aim to provide a full response to your enquiries within 15 working days. Where this is not possible, we will acknowledge the enquiry within 5 working days.

How can I make a complaint?

We are committed to providing high quality services. If something goes wrong or you are unhappy with any of our services, please tell us by:

- Emailing KinrossHigh@pkc.gov.uk
- Making a [complaint online](#)
- Contacting us on 01577 867100 or the Council's Customer Service Team on 01738 475000

How can I support the work of the school and be involved in my child's education?

When parents are involved in their child's learning and in their school life, children do better.

As a parent, you can join the Parent Council representing the wider parent forum. You could also become a volunteer at our school. Some of the things you could get involved with could be speaking to a class about career options, taking part in an extra-curricular activity or supporting staff with a school trip. Please contact us if you're interested in finding out more.