



We want to ensure that our parents/carers are fully informed about their child's learning and school activities. The various forms of communication we use are:

SLC Parents Portal

Communication to parents will be via SLC Parent Portal. This is an instantaneous and cost-effective way of communicating messages and letters with parents and families. Parents receive an email. Only parents can download this. You can scan the QR code to sign up for this when your child starts school. It will be used to report absences and to give permission for your child to go on any school trips, provide written reports and to book parents evening appointments, therefore it is essential that you register.



Google Classroom

Google Classroom is used by teachers in P3 to P7 to communicate home learning and how you can help your child learn at home. Your child's teacher will send out a username and password for your child along with information on how to sign up for this.



Emails

Emails are used to communicate with parents for specific matters or to arrange parent evening appointments. Email addresses are given by parents in August each year on your child's data form. If you wish to contact the school via email, please **email our office at gw14stlouisepsoffice@glow.sch.uk**



Please note, that teachers/staff should not be emailed directly.

Texts

School can send a text to the main parent contact for a specific purpose, such as to ask why your child is not at school. At present these texts cannot be replied to by parents.





I have a concern about my child,
who should I contact?



Our Leadership Team meet regularly with teachers to discuss how pupils are progressing. Through moderation we look at how children are developing and how best to support and challenge them in their learning. Teacher Professional Judgement is one way of deciding a child's progress and achievement alongside a variety of assessment approaches within the curriculum. If you have any concerns about your child or their learning, please contact the school via a written note or a telephone call/email to our school office. **Please do not contact teachers via Google Classroom or directly by email.**



If you telephone the school office on 01355 230804, you should explain the purpose of your phone call. Teachers are class committed from 9am until 3pm, with planning meetings after 3pm and are therefore mostly unavailable during the school day. Our leadership team are in meetings, work with teachers and pupils throughout the day and are not always at their desk or available immediately. Your call/email will be returned as soon as possible, however, please note that this may not be the same day due to other commitments. A reply to your email will be given as soon as practically possible.



Please note that schools can only deal with incidents that happen within the school and cannot get involved in incidents that happen outside of school, particularly around social media. We would advise that you follow the platform's procedures of raising your concerns about the misuse of social media or remove your children from devices and social media apps that are having a negative impact on them. **Please do not send in videos/screenshots of these incidents as we are not allowed to view them or store them.**



If the nature of your communication is a concern or complaint, please allow us time to investigate the issue and return your call or email. In line with SLC policy this will be done within 5 working days or less. If you are not happy with the outcome you can contact SLC using their complaints procedure:

https://www.southlanarkshire.gov.uk/info/200170/comments_complaints_and_consultations/579/comments_compliments_and_complaints/3

We are very thankful to our parents/carers who put their trust in us to care, nurture and educate their children. As professionals, we work tirelessly, constantly thinking how we can create experiences in which your child can be motivated and inspired. We know that at times your child will worry about their work, their friends or how others treat them but we want to support them in understanding what they can and cannot control, so that they develop the 4 Capacities, growing into Successful Learners, Confident Individuals, Responsible Citizens and Effective Contributors who are resilient and self-assured. We work in partnership with parents and communication is key to ensuring that we fulfil our school vision where we strive to create a caring community of faith, where all learners are encouraged to reach their full potential.