

**Sacred Heart
Roman Catholic
Primary School**



**‘Open Door’
Information for parents and carers**



Home-School-Parish Partnership

Open Door Ethos

Sacred Heart RC Primary School operates an 'Open Door' ethos to parents. The purpose of our Open Door ethos is to encourage open communication, feedback and discussion.

We value the input parents make to the school. If you have any worries or concerns about your child's education, then we believe that it is far better that you come into school and discuss them. In the first case, this will be with the class teacher and then, if necessary, with the Head Teacher. Following this process allows issues to be resolved and explained.

Staff will listen to your concerns and work with you to resolve any issues that you might have. Staff and parents are expected to be reasonable and fair to all parties. It is in the best interests of all our children to work together.

We are able to maintain our 'Open Door' ethos by requesting your co-operation with the following rules:

- All visitors to the school must report to the school office upon arrival.
- Class teachers will usually be available for an Open Door meeting at the end of the school day, during handover. In some cases, the teacher may not be available for genuine reasons and a different meeting time should be arranged.
- If you feel that the matter needs more than 10 minutes to discuss, then parents should phone the school office to make an appointment to see the member of staff at a mutually convenient time.
- Please make sure to state the purpose of the meeting request.
- Staff may also be available to take phone calls, when they are not available please leave a contact number so that the member of staff may call you back at a different time.
- At the beginning of the school day and during working hours, the main school office is only accessible to parents; the site is locked for the security of our pupils.
- At no time should parents raise their voices at staff, particularly in front of children.
- Aggressive or threatening behaviour is also unacceptable. Anyone who misuses our Open Door ethos may be asked to leave the school premises and future meetings will only be held after a prior appointment is made.



Home -School –Parish Partnership

Parents, family and carers are always very welcome in school and our home-school partnership is very important to us.

Mass

Everyone is welcome at church as the whole school celebrates Mass on the first Thursday in every month at 9.30am.

Usually, we celebrate Mass in school on the third Thursday of the month at 2.30pm in the school hall. Everyone is most welcome (Please check newsletters as this is subject to change).

Everyone is also welcome at our Family Mass, which is usually the first Sunday of the Month. The pupils in each class take turns as readers.

Reading Cafe

We will be inviting you to join in our Reading Café once a month. Details will be sent out in our newsletter.

Whole School Events

Parents, family and carers are always welcome at our whole school events:

Advent

Holy Week

Sports Day

Termly discos

As we value your comments and suggestions we will be placing a suggestion/comments box in the main entrance.

As we greatly value your involvement in all aspects of school life we will be compiling a register of parent helpers. More information will be sent out next term.



Comments and feedback are always welcome

Contact can be made in the following ways:

- First contact should always be with your child's teacher through our open door availability between 3.05pm—3.25pm each school day.
- If the teacher is unavailable please make an appointment via the school office by speaking to Mrs Outram or on 01609 780971.
- If you feel you that your concerns have not been fully addressed please arrange an appointment with the Headteacher.
- You may email the school: admin@sacredheart.n-yorks.sch.uk
- On our website we have a contact form for your convenience:
www.sacredheart.n-yorks.sch.uk
- We will place a suggestion box in the entrance for your suggestions and comments.
- You may contact the headteacher in writing if you wish.
- There will be opportunities throughout the year to attend learning review afternoons to meet with class teachers to review the learning progress of your child.

