

# Communication



This publication has been written to ensure all parents and carers are aware of the types of communication we use, the reasons behind some of the communications and also to highlight what you can expect from our school.

I would ask that parents and carers understand that the person you need to speak to may not be available if you call but that messages will be emailed to the appropriate staff member to get in touch with you as soon as possible.

One of my priorities is to have communication between home and school be as strong as possible, so that we are **all** fully informed about information and events which affect and support your children.

We are committed to continuing to improve our service and welcome your feedback, as always.

Lisa Chalmers  
Head Teacher



[Phone calls](#)

[Text Messaging](#)

[Emails](#)

[Letters/Newsletters](#)

[Social Media](#)

[Parents' Meetings](#)

[Reports](#)

[Satchel One](#)

[Key Personnel](#)

**School Number:  
0300 300 1313**

## Phone Calls

Phone calls can be made to the school office on **0300 300 1313**.

Clerical staff will divert your call to the most appropriate member of staff. Most of the time this is a member of the Pastoral Support Team in the first instance. They will then judge whether they are able to deal with your request or concern and if not, pass this on to either a department head or Depute Head Teacher. The Depute Head Teacher makes a judgement as to whether the Head Teacher should be involved.

Please bear in mind that all

staff have a teaching commitment and, in addition, Pastoral Teachers and Depute Head Teachers have local authority commitments, which means they may be unavailable on the day you make contact. However, someone should get back to you within a reasonable timescale. If you do not feel this is happening, you have the right to complain. Renfrewshire Council policy states that calls should be returned within five working days, however we will endeavour to work to a tighter schedule.

**You can now respond to texts sent by school. However, be aware that we do not get alerts and therefore there may be a delay in receiving your response.**

## Text Messaging

Like most schools, we use a text messaging service, which is linked to our electronic registration system to contact you regarding absence and other brief information items.

The system is limited to sending a 121-character message, which is why messages can be brief. Also the system also only allows one main contact to receive text messages; we cannot alter this limitation.

In addition, we use the text messaging service to inform you when letters are being issued, holidays etc. We are continually looking to expand the way we use this service.

## Emails

The school email address is

[glenifferhighenquiries@renfrewshire.gov.uk](mailto:glenifferhighenquiries@renfrewshire.gov.uk).

Clerical staff, who forward the email to the appropriate member of staff, monitor this inbox. Information can be supplied, or requested, using this email address.

## Letters/Newsletters

Letters are now added to our school website and a text sent to the main contact for each child to highlight the information.

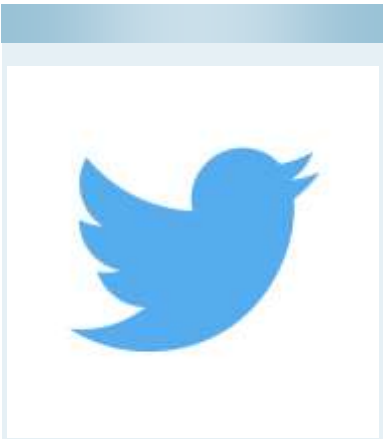
The school newsletter is a large document and is best read in colour. This is posted to our school website on a termly basis.

However, if you would prefer a paper copy, you can request an A5 booklet from the school office, which your child can bring home.



Spring Issue:





## Twitter

The school has its own dedicated twitter account for people who use social media. This is a great opportunity to learn what is happening in the school and see young people learning. You can follow us [@GlenifferHS](#).

There are also accounts for Employability, PE and Pastoral Support . [@EmployGleniffer](#), [@Gleniffer\\_PE](#), and [Gleniffer\\_Pastoral](#)



## Facebook

Whilst the school does not have a facebook account, the Parent Council and PTA have a “Gleniffer High School Community” account. This account is linked to our twitter feed and picks up information coming from the school.



## Website

The school website is updated regularly; however, we will be working to improve the quality of information available via the website.

***Any parent/carer who would like to provide feedback on the type of information that would be useful to have on our website, can give feedback to the Head Teacher by calling the school office or using the school email account.***

## Parents' Meetings

These can take the form of Parents' Night, review meetings, information events or meetings which are scheduled to discuss concerns relating to your child. While the school may request the latter; **you are also entitled to ask for such a meeting.**

Across Scotland teaching staff are contractually obligated to a set number of hours for parents' nights. This looks completely different in the secondary to the primary, and is the reason for their only being one for each year group in a school session. This should not be a barrier to you getting information about progress. If you do want information at any time please contact us. We have moved to an online booking system for appointments. Please bear in mind that some teachers have more than one class and therefore you may not get access to all teachers.

## Reports

In S1-S3, you will receive one full report in addition to a tracking report each session. The tracking report is a brief update and probably the most important grade is effort. The full report is designed to give more in-depth information.

S4-S6 pupils will receive four tracking reports in a school session providing information on target grades, working grades, effort, behaviour and homework.

However, you can always ask for updates regarding your child at any point in a school session.

All learners should also be recording subject specific feedback in their Learner Conversation Booklets, provided by the school and updated in classes.

## Satchel One

This is our online homework tool, where staff post homework to be completed. This can be accessed through the Satchel One website or app. Parents are issued with their own code to sign up for notifications, which lets you monitor the work which needs to be completed at home.



First point of contact for matters relating to your child.

If there are any issues you wish to discuss please in the first instance contact Pastoral Support who will provide support and determine whether you may need to speak to another member of staff .

## Pastoral Support Team



Mrs Foley  
Brodie House



Mrs Denny  
Glen House



Miss Cameron  
Moredun House



Mrs Harris  
Thornly House

## Senior Leadership Team



Mrs Prentice  
Brodie House



Mrs Futamata  
Glen House



Mrs Sangster  
Moredun House



Miss Feggans  
Thornly House



Miss Chalmers  
Head Teacher



Mrs Brooks  
Education Support Manager

Photos will be added later

## Pupil Support Team

## Inclusion Support Team



Miss Crawford  
Acting Principal  
Teacher (Inclusion)



Mrs Smith  
Classroom Assistant  
(Nurture)



Ms Mordaunt  
Inclusion Support  
Assistant



Mr Christie  
Inclusion Support  
Assistant