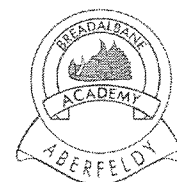


August 2017  
(JD/KL)



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Dear Parent/Carer

### Parent-School Communications

Parents will be aware that the Parent Council recently conducted a follow-up survey about communication, and will report on their findings later this term. This was identified by the Parent Council as an area they would like to collaborate with the school on, with a view to bringing about some improvements. I am pleased to say that initial analysis of this survey suggest that on the whole parents are happier now with their experience, though I am clear that there remains work to be done in some areas.

One thing that parents requested was clarity about the school's policy on communications and we consequently worked with parent representatives to create a clear policy statement which can now be found on our website. Issued with this letter is a summary leaflet which explains what you should expect in terms of communication with the school.

I would appreciate it if you could take the time to read this leaflet and to note the following:

- In keeping with Perth and Kinross Council policy, the school aims to respond to enquires within 5 working days during term time.
- If your query is more urgent, you should telephone the school or speak to someone at reception, making this clear.
- You should always expect a response within the stated timescales.
- If you feel that we have fallen short in our communication, please do not hesitate to raise concerns directly with me.

Finally, I would like to thank the Parent Council members who have given up so much time to work with the school on this development. This project has for me epitomised the great value of engagement with parents in bringing about school improvement.

Yours faithfully

**John G Devine**  
Headteacher/Campus Leader  
Breadalbane Academy

