

School/Parent Partnership at CCS

One of the reasons many parents choose our school is because of our small size. This allows us to have an extremely close working relationship, where parents should feel that their children are seen, and that any concerns are addressed quickly, and professionally. As a private school we have the freedom to allocate the school's resources in a manner that ensures our vision is not just an empty slogan. That is why one of the areas we have chosen to prioritise is to allocate time for us to build a close working relationship with parents. Our vedtægter and værdigrundlag can be found on the homepage, and should be read in conjunction with this document. Below is an outline of what you can expect from those of us working with your children at CCS, and what we expect from you. Content:

- What CCS expects of parents.
- What parents can expect of CCS.
- Practical information and Code of Conduct:
 - General:
 - For Parents
 - For CCS
 - A detailed guide to expected communication.

New parents will be given this document when their children start at CCS, by way of a starter pack.

What CCS expects of parents.

- Support the school's vision and values.
 - Values: Curiosity, Diversity and Engagement.
 - Vision: Realising the uniqueness of each child together.
- Ensure your child is rested and prepared for school each day.
- Actively support reading (appropriate for your child's age and level).
- Actively engage in your child's schooling (eg by taking an interest in school work, friendships, etc.).
- You attend the mandatory parent meetings and parent/teacher consultations.
- Support social events at the school.
- Support a work day should the need arise.
- Check skoleintra daily.
- That you have read the school policies, and follow them.
- All communication is via skoleintra (again GDPR).

For CCS

- You will receive two report cards annually that constructively address both academic and social aspects of your child (in 9th grade only one report card is produced).
- You will be offered two parent consultations annually within 3 weeks of the report cards being published. Areas of focus will be discussed at these meetings.
- A parent meeting with the relevant cases is held at the start of each school year.
- We uphold our duty of confidentiality. Therefore, communication on certain issues will ONLY be between the school and relevant parents. We will always consider the need to call a parent meeting in certain circumstances.
- Whilst not mandatory we fully support:
 - Having contact parents in each class, and will raise this possibility at each annual parent meeting.
 - The creation and running of trivsel groups in each class and will raise this possibility at each annual parent meeting.
- We welcome feedback from parents and realize the role it plays in improving our school.
- We will ensure that appropriate food is offered to all children at for example, Halloween, fastelavn, extended school trips.. Where this is not possible we will contact parents with plenty of notice.

A Guide to Good Communication at CCS

Below are guidelines concerning the correct procedure to address any issues that may arise.

Parent to Teacher

- In everything but the most unusual cases, parents should contact the teacher concerned when an issue arises. There should be an expectation from both parties that communication is mutually respectful.
- Whilst teachers will not always be immediately available, by writing a message briefly stating the issue via the school intranet we will promise to get back to you within 2 working days at the latest. Teachers will give issues the time necessary, but please be respectful of the fact that teachers' time is finite and therefore in some cases fitting a particular issue, they may be brief in their interactions.
- Often the first step for the teacher will be to gather information. Please allow for fact gathering and refrain from drawing to conclusions. A teacher's goal is always to deal with issues as professionally, fairly and effectively as possible.
- Please only contact the school leadership when:
 - The class teacher has not responded to a concern after 48 hours.
 - The issue has not been dealt with to a parent's satisfaction. In such cases the usual procedure, before escalation to the leadership, would be for the parent to write to the teacher expressing the feeling that the matter has not been dealt with appropriately and to give concrete points outlining why.

- It is an issue relating to the whole school.
- You have a request for holiday during term time.

What parents can expect of CCS.

- Your child's welfare will always be our first priority.
- Your child receives teaching to an appropriate level where they are challenged.
- We value the uniqueness of each child.
- We abide by our values and continually strive to live up to our vision.
- We always seek to improve the quality of education we offer and work to make lessons engaging, differentiated and well-managed.
- The school will keep you informed of all relevant information.
- Should there be an issue in the class we will work to resolve it and engage the relevant parents promising to contact all relevant parents.
- If you either write to us, about something requiring action, we will get back to you within 2 working days, so we can work towards resolving the issue (except if a teacher is sick).
- That skoleintra is checked once per working day. It is not an expectation from leadership that it is checked at weekends, or special days.
- That all personal data is treated in accordance to GDPR (European data law).

Practical information and Code of Conduct For Parents

- You contact the school when your child is unwell and not attending.
- Any issues relating to conflicts, or welfare, are addressed to the homeroom teacher (see below for details).
- Students in 7th grade and above have a laptop they can bring to school (please contact us in grade 6 should this be an issue).
- The school offers to put Microsoft word on computers, but in the case of there being technical difficulties beyond our knowledge then parents will need to get professional advice.
- That children cannot be removed from teaching, or school excursions, for reasons other than sickness.
- Students and teachers are respectful at all times when discussing the school, other students and teachers (see below for the best manner in which to raise any issues).
- That you support the school in its goal of all children attending an annual extended school trip.
- That you help the child to check homework and messages on intra.
- The best time to call the office is between 9 and 11. Please leave a message, or send an email to info@cityschool.dk If the message contains personal information please use skoleintra.

- In the rare event your child might change schools, this is first discussed with the class teacher and an agreed plan is made on how to communicate to the rest of the class and parents.

Parent to Parent

Due to the variety of issues that can arise between parents it is almost impossible to cover all possibilities. However, we would ask parents to bear in mind the following:

- Do not discipline another child under any circumstances.
- That emails/intra are often a very poor vehicle for resolving issues, please see above.
- It is important when communicating with other parents, to gather as much information first and to be extremely mindful how the matter is raised. Generally, it is almost always better to address the issue to the homeroom teacher. However, if it is addressed to another parent no assumptions should be made that one's own child's account represents the whole truth.
- Communicate respectfully with other parents at all times.
- Should you have a concern, please do not use the school intranet to solicit support for your concern. Please address your concerns to the relevant teacher. The teacher will take appropriate action to ensure the issue is addressed effectively.