



Non - Statutory Policy	
Approved by	Head Teacher
Website	Y
Email	Y

# Communication Policy

Date Approved	
Approved by and Position	L Mathie – Head Teacher
Signed	
Review Date	Summer 2028

## Policy Updates

<b>Date</b>	<b>Update</b>
May 2026	No Updates

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## 1. Introduction and aims

We believe that clear, open communication between the school and parents/carers has a positive impact on pupils' learning because it:

- Gives parents/carers the information they need to support their child's education
- Helps the school improve, through feedback and consultation with parents/carers
- Builds trust between home and school, which helps the school better support each child's educational and pastoral needs

The aim of this policy is to promote clear and open communication by:

- Explaining how the school communicates with parents/carers
- Setting clear standards for responding to communication from parents/carers
- Helping parents/carers reach the member of school staff who is best placed to address their specific query or concern so they can get a response as quickly as possible

In the following sections, we will use 'parents' to refer to both parents and carers

## 2. Roles and responsibilities

### 2.1 Head Teacher

The Head Teacher is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate
- Regularly reviewing this policy

### 2.2 Assistant Head Teacher

- Ensuring that communications with parents are effective, timely and appropriate
- Managing the school Social media accounts and Class Dojo

### 2.3 Class Teachers

All Class Teachers are responsible for:

- Responding to communication from parents in line with this policy and the school's ICT and Internet Acceptable Use Policy
- Working with other members of staff to make sure parents get timely information (if they cannot address a query or send the information themselves)
- Ensuring that parents are given log-ins to Class Dojo, our online communication system

**Class Teachers will not respond to communications outside of school hours 8:30am to 4:30pm, or their working hours (if they work part-time), or during school holidays. Class Teachers will not be available to respond to communications during teaching times.**

### 2.3 Office Staff

They are responsible for:

- Managing the school website
- Updating the online school calendar

- Initial responses to the school inbound email

## **2.4 Parents**

Parents are responsible for:

- Ensuring that communication with the school is respectful at all times
- Making every reasonable effort to address communications to the appropriate member of staff in the first instance
- Respond to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from the school
- Any communication that is considered disrespectful, abusive, or threatening will be treated in line with Acceptable Adult behaviour policy.

## **3. How we communicate with parents and carers**

The sections below explain how we keep parents up-to-date with their child's education and what is happening in school. The school may choose to share the same information in multiple ways to ensure it reaches the maximum audience.

Parents should monitor all of the following regularly to make sure they do not miss important communications or announcements that may affect their child.

### **3.1 Email – This is our main form of communication.**

We use email to keep parents informed about the following things:

- School surveys or consultations
- Scheduled school closures (for example, for staff training days)
- Any communication that requires an attachment
- Notification of trips/charges

### **3.2 Text/App messages**

We will text parents about:

- Emergency school closures (for instance, due to bad weather)
- Reminders for outstanding payments

### **3.3 Class Dojo**

We will use Class Dojo to:

- Share photos, videos and announcements
- Share classroom moments with parents
- Write a short private message to any parent regarding their child
- Share Home Learning
- Respond to a child's learning

### **3.4 Social media**

We use the school's social media pages to keep parents informed about the following things:

- School events
- Announcements

### **3.5 School calendar**

Our school website includes a full school calendar which is kept updated. Where possible, we try to give parents at least 2 weeks' notice of any events or special occasions (including non-uniform days, special assemblies or visitors, or requests for pupils to bring in special items or materials). Any such event will be included in the school calendar.

### **3.6 Phone calls**

There are occasions when a telephone call is the most appropriate communication with parents, such as:

- In an emergency
- At a parent's request
- Concerns about a child's achievement, progress, wellbeing, or behaviour
- Reminders for outstanding payments.

### **3.7 Written Communication**

We send the following letters home regularly:

- Letters that require written permission/consent.
- Consent forms

### **3.8 Reports**

Parents receive reports from the school about their child's learning, including:

- An end-of-year report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance
- A report on KS2 SATs tests
- A report on Year 4 Multiplication Tables Check

We also arrange regular meetings where parents can speak to their child's teacher(s) about their achievement and progress (see the section below).

### **3.9 Meetings**

We hold Parents' Evenings each term. During Parents' Evenings, parents can talk with teachers about their child's achievement and progress, the curriculum or schemes of work, their child's wellbeing, or any other area of concern.

The school may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, or wellbeing.

Parents of pupils with special educational needs (SEN), or who have other additional needs, may also be asked to attend further meetings to address these additional needs.

### 3.10 School website

Key information about the school is posted on our website, including:

- School times and term dates
- Important events and announcements
- Curriculum information
- Important policies and procedures
- Important contact information
- Information about before and after-school provision

**Parents should check the website before contacting the school.**

## 4. How parents and carers can communicate with the school

Please use the list in appendix 1 to identify the most appropriate person to contact about a query or issue, including the school office number and email address. In most circumstances, your first contact should be your child's Class Teacher.

### 4.1 Email

Parents should always email the school office in the first instance. We aim to acknowledge all emails within 1 working day, and to respond in full (or arrange a meeting or phone call if appropriate) within 3 working days. If a query or concern is urgent, and you need a response sooner than this, please call the school.

### 4.2 Phone calls

If you need to speak to a specific member of staff about a **non-urgent** matter, please email the school office and the relevant member of staff will contact you within 1 working day.

If this is not possible (due to teaching or other commitments), someone will get in touch with you to schedule a phone call at a convenient time. We aim to make sure you have spoken to the appropriate member of staff within 3 days of your initial request. If your issue is urgent, please call the school office.

Urgent issues might include things like:

- Family emergencies
- Change in pick up arrangements
- Safeguarding or welfare issues

For more general enquiries, please call the school office.

### 4.3 Meetings

If you would like to schedule a meeting with a member of staff, please email the appropriate address (see appendix 1), or call the school to book an appointment. We try to schedule all meetings within 5 working days of the request.

While teachers are available at the beginning or end of the school day if you need to speak to them urgently, we recommend you book appointments to discuss:

- Any concerns you may have about your child's learning
- Updates related to pastoral support, your child's home environment, or their wellbeing

#### **4.4 In person**

- Visiting school office
- Speak to a member of staff on the gates.

#### **5. Inclusion**

It is important to us that everyone in our community can communicate easily with the school.

Class Dojo and the school website both have options to translate content into different languages. We are also able to use Google Translate to provide assistance should you require,

Parents who need help communicating with the school can request the following support:

- School announcements and communications translated into additional languages
- Interpreters for meetings or phone calls

We can make additional arrangements if necessary. Please contact the school office to discuss these.

#### **6. Monitoring and review**

The Head Teacher monitors the implementation of this policy and will review the policy annually.

#### **7. Links with other policies**

The policy should be read alongside our policies on:

- ICT and Internet Acceptable Use
- Battling Brook Home-School Contract
- Staff Code of Conduct
- Complaints Policy & Procedures
- Acceptable Adult behaviour policy
- Data Protection Policy

## Appendix 1: School Contact List

### Who should I contact?

If you have questions about any of the topics in the table below, or would like to speak to a member of staff:

- Email or call the school office on: [office@battlingbrook.uk](mailto:office@battlingbrook.uk) / 01455 634 701
- Put the subject and the name of the relevant member of staff (from the list below) in the subject line (for emails)
- We will forward your request on to the relevant member of staff

**Remember:** check our website first, much of the information you need is posted there.

We aim to respond within 3 working days

I have a question about	Who do I need to talk to
My child's learning/class activities/lessons/homework/behaviour	Your child's Class Teacher - request a phone call / meeting through Dojo or the school office email address <a href="mailto:office@battlingbrook.uk">office@battlingbrook.uk</a>
My child's wellbeing/pastoral support	Mrs Lucas - Family Liaison Officer (8.45pm - 3.15pm) <a href="mailto:office@battlingbrook.uk">office@battlingbrook.uk</a> or 01455 634 701
Payments	School Office Monday - Friday (8.45am - 4pm) Tel 01455 634 701
School trips	Your child's Class Teacher - Quick question via Dojo or the school office email <a href="mailto:office@battlingbrook.uk">office@battlingbrook.uk</a>
Uniform/lost and found	There is a lost property box in the foyer area, please check here in the first instance. If you are unable to locate the item please speak to the Office.
Reporting a child's absence	If you need to report your child's absence, School Office Monday - Friday (8.15am - 4.30pm) Tel 01455 634 701
Bullying and Behaviour	Your child's Class Teacher - request a phone call / meeting through Dojo or the school office email address <a href="mailto:office@battlingbrook.uk">office@battlingbrook.uk</a> , call the school office on 01455 634701 Mrs Bruce - Behaviour Mentor Mrs Lucas - Family Liaison

<b>Order of contact</b>	<b>Member of staff</b>
1	Class Teacher
2	Year Leader
3	Assistant Head Teacher / SENCo
4	Head Teacher

## Appendix 2: Communication expectations

In any communication, everyone must show mutual respect. The focus would be on resolving the issues that are relevant to that family or pupil.

No offensive language, insults or personal attacks on school staff will be tolerated. If any such incidents occur, the meeting or call can be terminated with immediate effect.

A parent, carer or pupil may only record a meeting or conversation with the express permission of all parties.

The constraints on school resources make it essential that parents and carers use authorised school procedures in order to avoid diverting time and attention that must be invested directly in pupils' learning and wellbeing.

Please note that unreasonable, excessive, abusive or offensive communication is unacceptable, and the school reserves the right to address any such problems as they feel are appropriate. This can include restricting correspondence to a specified email address, using a single person as a point of contact or using hard copy post and/or by placing restrictions on phone calls.

Parents and carers have an implied licence to enter a school site; in cases where behaviour is inappropriate, threatening or argumentative, this licence can be revoked.

If a response has been given to a query, unless matters change, further responses will not be sent.

Our aim is to ensure that all communications and discussions about pupils and their families are positive and move matters forward in a mutually respectful manner.

Our complaints policy is available on the school website. This outlines the circumstances and procedures should if there is dissatisfaction with the response that have been given.