



Lowercroft Primary School

Communication Policy

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| Approved by: | Headteacher |
| Last Reviewed: | February 2025 |
| Next Review Date: | February 2027 |

1. Introduction and aims

We believe that clear, open communication between the school and parents/carers has a positive impact on students' 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 pupils' 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 Headteacher & School Business Manager

The Headteacher & School Business Manager are responsible for:

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

2.2 Staff

All staff are responsible for:

- Responding to **urgent** communication from parents, depending on the time of day, on the same day or next working day.
- Respond to **non-urgent** communication within **7 working days** to allow time to gather relevant information.
- Working with other members of staff to make sure parents get timely information (if they cannot address a query or send the information themselves)
- Demonstrating an understanding that our parents are often under high levels of pressure and may require a level of sensitivity and compassion during communications
- Ensure emails/messages are sent/scheduled to be sent, between 8am and 6pm Monday to Friday.

2.3 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-refer to the flowchart at the end of this policy.
- Respond to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from the school
- Demonstrating an understanding that staff may not always respond promptly to communication outside of their individual working hours
- Ensure emails/messages are sent between 8am and 6pm Monday to Friday

3. How we communicate with parents and carers

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

Staff should follow safeguarding policy in only communicating with parents via school email addresses and only using school devices for texts and phone calls

3.1 Email (including T2P)

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

- General information sharing
- Upcoming school events
- Short-notice changes to the school day or normal routine
- Sharing reports and/or updates on matters in school specifically relating to their child/ren
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests

3.2 Text messages

We will text parents about:

- A recently sent T2P email
- Short-notice changes to the school day or normal routine
- Emergency school closures (for instance, due to bad weather)
- General information sharing
- Sharing reports and/or updates on matters in school specifically relating to their child/ren

3.3 Seesaw

Seesaw is an online platform which offers many useful features including, sharing information about children's learning, parent/teacher communication and class/school news.

3.4 School calendar

Our website includes a full school calendar for the current academic year and the following academic year.

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 students to bring in special items or materials).

3.5 Phone calls

Conversations with parents will occur when:

- Your child is taken ill during the school day
- General information sharing ie. behavioural incident
- Your child is absent and school has not been notified.
- Pre-booked telephone appointment with a member of staff

3.6 Letters & Newsletters

All letters and termly newsletters will be sent via T2P.

3.7 Parent Meetings

Parents consultations take place twice a year during the Autumn and Spring terms. During these meetings parents will be informed about their child's academic and social and emotional progress.

The school may also contact parents to arrange meetings between parents' evenings for discussions around their child's achievement, progress, or wellbeing.

All staff are available at the end of the school day for informal chats. More formal appointments can be made via the school office at any time.

3.8 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

4. How parents and carers can communicate with the school (see the flowchart below)

4.1 Email

Parents should always email the school office about non-urgent issues in the first instance.

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 as promptly as possible.

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 as swiftly as possible. If your issue **is urgent**, please **phone** the school office.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

5. Monitoring and review

The headteacher and school business manager monitors the implementation of this policy and will review the policy every two years.

Links with other policies

The policy should be read alongside our policies on:

- ICT and internet acceptable use
- Complaints
- Community Code of Conduct

Please note, this is to improve 'communication' and to ensure 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. Complaints follow a separate process. Please see our 'Complaints Policy' on the school website.

This policy is written in the hope that concerns can be managed in a sensitive, timely manner, resolved without escalation, and to protect the well-being of all our school community.

Tier 1

School Office:
General Enquiries
School events



Class Teacher
(via contact form on the school website)
Home learning
SEND
Behaviour concerns
Academic Progress
Pastoral concerns/Pupil Wellbeing

Tier 2



KS1 Lead
(Mrs Parkinson)
Initial and escalated behaviour concerns

KS2 Lead
(Mrs Kay)
Initial and escalated behaviour concerns

Tier 3



Deputy Headteacher
(Mr Roberts)
Any escalated concerns from KS1/KS2
Lead

Tier 4



Headteacher
(Mrs McGadie)
In addition to concerns escalated through
the above