

# Old Dalby Church of England Primary School



**Kind hearts. Open Minds. Courageous Spirits  
Together, we will explore life in all its fullness.**

## Communications Policy

Let us be concerned for one another, to help one another to show love and to do good.

Hebrews 10:24

**Date:** September 2022

## Our Vision

Kind hearts. Open minds. Courageous spirits.  
Together, we will explore life in all its fullness.

This is a promise that we, as a whole school, will educate children to be accepting, thoughtful and courageous. Our pupils will show kindness and love to everyone around them, our pupils will understand, accept and celebrate diversity, they will recognise injustices and speak up when they see them.

This will be achieved through a curriculum based on a skills progression of our eight Christian values. We will ensure that the pupils build the skills to live our values. Our curriculum will provide knowledge of historical and current events to provide our children with context and understanding of the values. Children will learn to challenge what they see as an injustice and seek to right this. They will be ambitious, have the courage of their convictions and be empathetic to others. Through working closely with the local community and church, we will provide a warm, nurturing environment to foster ambition, curiosity, spirituality and love.

## 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 and expectations 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

## Headteacher

The headteacher is responsible for:

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

## Staff

All staff 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)

Staff will **aim** to respond to communication during core school hours (8:55am – 3:25pm) or their working hours (if they work part-time). In line with promoting staff wellbeing and helping our staff find a suitable work-life balance, staff may work around other responsibilities and commitments and respond outside of these hours, but they are **not expected** to do so.

## 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 our parent code of conduct.

Parents should **not** expect staff to respond to their communication outside of core school hours 8:55am – 3:25pm or during school holidays.

Our Parent code of Conduct can be found on our policies page of the school website.

## 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.

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

### 1. Email

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

- Upcoming school events
- Weekly news
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests
- Payments
- Trip information
- Meeting invitations

### 2. Text messages

We will text parents about:

- Payments
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)
- Head bumps

### **3. School calendar**

Our school website includes a full school calendar for the term and year ahead.

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).

### **4. Phone calls**

We will telephone parents about:

- Head bump accompanied by sickness/other symptom
- Child is unwell and cannot stay in school eg sickness

### **5. Partnership books**

Messages are often sent in Partnership books – they may be hand written by a member of staff or stuck in with labels if the message is for the whole class. This could be about:

- Reminders for PE kit or Forest school kit
- Request for items to be sent in, eg cardboard for box modelling

### **6. Reports**

Parents receive an annual, written report from the school about their child's learning, including:

- Comments regarding their achievement in each part of the curriculum, how well they are progressing, and their attendance
- A report on Key Stage (KS) 1 and KS2 SATs tests

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

### **7. Meetings**

We hold 1 parents' evening in Autumn and Spring Terms, we offer a third, optional, one in the Summer Term, once written reports have been sent out. During these meetings, 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.

## 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
- Information about before and after-school provision
- Parents should check the website before contacting the school.

## 9. Arbor

School will request the following to be completed through Arbor:

- Payments
- Trip consent
- Booking parents' evening appointments
- Before and after school club bookings

## How parents can communicate with school

Parents should 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.

### 1. Email

Parents should always email the school, or the appropriate member of staff, about non-urgent issues 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 parents need a response sooner than this, they should call the school.

### 2. Phone calls

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

If this is not possible (due to teaching or other commitments), someone will respond to schedule a phone call at a convenient time. We aim to make sure parents have spoken to the appropriate member of staff within 5 days of your request.

If the issue is urgent, parents should call the school office.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

For more general enquiries, please call the school office.

### **3. Meetings**

If parents would like to schedule a meeting with a member of staff, they should email the school office 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 parents need to speak to them urgently, we recommend they book appointments to discuss:

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

### **4. Home-school communications app**

Parents can use the in-App messaging system in Arbor to send a message to the school office.

We aim to acknowledge all messages 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 parents need a response sooner than this, they should call the school.

### **5. Partnership Books**

Parents can write messages to their class teacher in their child's Partnership Book. In EYFS and Key Stage 1, these will be checked daily. In Key Stage 2, these will be checked weekly, unless a child alerts their teacher to the message sooner.

## **Inclusion**

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

We currently make whole-school announcements and communications (such as email alerts and newsletters) available in the following languages:

- English

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.

## **Monitoring and review**

The headteacher monitors the implementation of this policy and will review the policy every 2 years.

The policy will be approved by the governing board.

## **Links with other policies**

The policy should be read alongside our policies on:

ICT and internet acceptable use

Parent code of conduct

Staff code of conduct

Complaints

Home-school agreement

Staff wellbeing

## **Appendix 1**

## 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@olddalbyschool.org.uk](mailto:office@olddalbyschool.org.uk) or 01664 822455

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 try to respond to all emails within one working day. Office staff will check emails between 8:30am and 4pm each day.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's Class Teacher
My child's wellbeing/pastoral support	Your child's Class Teacher
Payments	School Office
School trips	School Office
Uniform/lost and found	School Office
Attendance and absence requests	If you need to report your child's absence, call: 01664 822455 If you want to request approval for term-time absence, contact Mrs Browne <a href="mailto:rbrowne@olddalbyschool.org.uk">rbrowne@olddalbyschool.org.uk</a>
Bullying and behaviour	Mrs Browne, <a href="mailto:rbrowne@olddalbyschool.org.uk">rbrowne@olddalbyschool.org.uk</a>
School events/the school calendar	School Office
Special educational needs (SEN)	Mrs Scott, <a href="mailto:jscott@olddalbyschool.org.uk">jscott@olddalbyschool.org.uk</a>
Before and after-school clubs	School Office
Hiring the school premises	Mrs Browne, <a href="mailto:rbrowne@olddalbyschool.org.uk">rbrowne@olddalbyschool.org.uk</a>
PTA	<a href="mailto:PTA@olddalbyschool.org.uk">PTA@olddalbyschool.org.uk</a>

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
Governing board	School Office who will contact Chair of Governors
Catering/meals	School Office

## Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy.