



Abbey CofE Infant School – Communication Policy

March 2025

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Introduction and aims

Our vision is to provide a nurturing, creative, Christian community where everyone will achieve with confidence and enjoyment. We will nurture growth and development in all aspects of school life so that everyone will embrace 'Life in all its fullness.' John 10:10. 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

2. Roles and responsibilities

2.1 Headteacher is responsible for:

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

2.2 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 8:15 – 16:00 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, they are not expected to respond to messages outside of their working hours.

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
- 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 Expected Behaviour from Parents Policy and or The Serial and Unreasonable Complaints Policy.

Parents should not expect staff to respond, immediately, to their communication (see response times) or outside of core school hours 8:15 – 16:00 or during school holidays.

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. 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 We use Class Dojo to keep parents informed about the following things:

- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests

3.2 School calendar

Our school website and weekly dates and dinners newsletters shared on class dojo: include a full school calendar for the term. This is updated regularly. 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.

3.3 Letters

We send the following letters home:

- Letters about trips and visits
- Consent forms
- 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 Phonics Screening Check (Year 1 and retake if necessary in Year 2,

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

3.5 Meetings

We hold parent's evening in the Autumn and Spring term. 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.

3.6 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

Class dojo is an online communication platform used in Early Years and KS1. It enables us to share information and communicate effectively. Parents can log onto to the platform using a web browser or by downloading an app on a smartphone or tablet. Work, photographs, videos, messages can be posted directly onto either the class page or to your child's individual folder. It also has direct messaging functionality.

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.

4.1 Email

Parents should always email the school admin email, about non-urgent issues in the first instance. We aim to respond in full (or arrange a meeting or phone call if appropriate) within 2 working days. If a query or concern is urgent, and parents need a response sooner than this, they should speak with their child's class teacher directly.

4.2 Phone calls

If parents need to speak to a specific member of staff about a non-urgent matter, they should contact the relevant staff member via class dojo or send an email to school admin. An appropriate staff member will contact them within 2 working days.

If the issue is urgent, parents should call the school office. Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

A member of the office team will take details from you and ensure that your message is passed on to the appropriate staff member/s.

4.3 Meetings

If parents would like to schedule a meeting with a member of staff, they should email the school office admin3103 email or call the school to book an appointment. We try to schedule all meetings within 10 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

5. Inclusion

It is important to us that everyone in our community can communicate easily with the school. Parents who need help communicating with the school can access the following support:

- School announcements and communications translated into additional languages via class dojo
- 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 Headteacher monitors the implementation of this policy and will review the policy every 3 years. The policy will be approved by the governing board.

7. Who to speak to and contact details

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

- Email the school office or send a message to your child's class teacher via Class Dojo
- Include your child's full name in the subject line We try to respond to all emails and messages within **2 working days**.

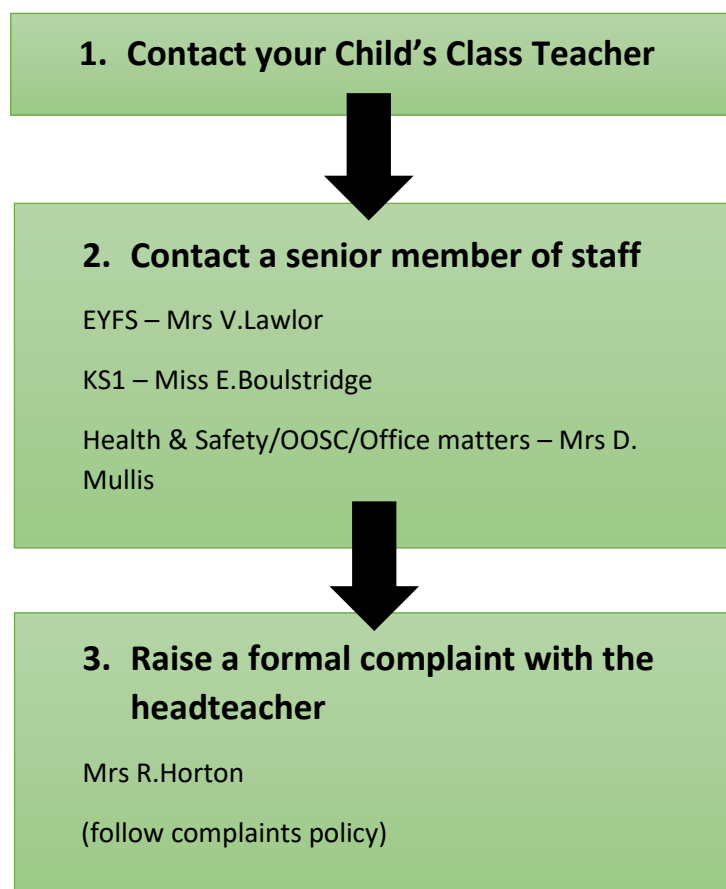
School office email: admin@3103@welearn365.com

School office telephone: 024 7638 6101

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework/behaviour/wellbeing/pastoral support	Your child's class teacher Contact via Class Dojo or admin3103 email
Payments	School Office email or telephone
Uniform	School Office email or telephone
Attendance absence requests	School Office email or telephone
School trips	School Office email or telephone
Out of school clubs	School Office email or telephone
Nursery spaces	School Office email or telephone
Safeguarding Lead <ul style="list-style-type: none">• <i>R.Horton</i>• <i>E.Boulstridge</i>• <i>K.Thirlwall</i>• <i>C.Millerchip</i>	School Office email or telephone
Special Educational Needs <ul style="list-style-type: none">• <i>E.Boulstridge</i>	School Office email or telephone
School events	School Office email or telephone
Catering / school dinners	School Office email or telephone
Governing Board Chair of Governors: Mr P Allred	School Office email or telephone

8. Concerns

If you have a query or concern, please follow the flow chart below:



Complaints

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

Communication expectations:

Parents and staff are expected to communicate respectfully at all times.

Consequences for policy breaches:

Any breaches of the school Expected Behaviour of Parents and Visitors Policy and The Serial and Unreasonable Complaints Policy could result in:

- A written warning
- A limit placed on the number of contacts that you can make with school by introduction of a 'communication plan'
- A site ban
- Report to the Local Authority
- Police involvement

Response times:

We aim to respond to all enquires within 2 working days.

We aim to arrange a meeting with an appropriate staff member within 10 working days.