

# Communication Policy




At Stubbins Primary School, we strive to create a supportive and inclusive environment where learners are encouraged to explore their passions; develop their talents; and achieve their full potential.

Through effective learning experiences, we foster a life-long love of learning, empowering learners to become critical thinkers, problem solvers and compassionate individuals.

By providing a strong foundation of knowledge, skills and values, we are dedicated to preparing our learners for success in an ever-evolving world. Together, as a vibrant community of learners, we nurture, grow and flourish.

## NURTURE-GROW-FLOURISH

<b>Policy Created</b>	<b>March 2024</b>
<b>Next review</b>	<b>June 2026</b>
<b>Shared with Governors</b>	<b>June 2024</b>
<b>Signature of Chair of Governors</b> <b>Matt Dunkin</b>	<b>Signature of Headteacher</b> <b>Jill Cromey</b> 

Date	Changes made by	Summary of changes
March 2024	Jill Cromey HT	New policy
Sept 2024	Jill Cromey HT	Addition of new staff names, changing senco email address and inclusion of web link for incident forms for parents completion

## 1. Introduction and aims

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

The headteacher is responsible for:

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

### 2.2 Staff

All staff are responsible for:

- Responding to communication from parents in line with school policies
- Staff will aim to respond to communication during core school hours (8.30am-4.00pm) 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.*

### 2.3 Parents

Parents are responsible for:

- Ensuring that communication with the school is respectful at all times and addressed to the appropriate member of staff
- Checking/responding to all communications from the school, including the weekly newsletter issued on a Friday via Class Dojo.
- Any communication that is considered disrespectful, abusive or threatening will be treated in line with our parent code of conduct policy. [Parent Code of Conduct Policy](#)
- Parents should allow staff members up to 4 working days to respond. They should not expect staff to respond to their communication outside of core school hours (8.30am-4.00pm), or during school holidays.
- Where parents are separated, we would expect that parents communicate between each other to ensure that important messages are passed on. Where parents are unable to do this, a request should be made to the main office for duplicate reports, communications to be sent.

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

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 Class Dojo (communication app)

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

- Newsletter: school events, clubs, reminders, weekly celebrations, termly diary dates (every Friday)
- Scheduled school closures (for example, for staff training days)
- Payments
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)
- Any letters, such as for school trips, are also communicated via ClassDojo. This ensures we know it has been delivered to you and helps us to reduce paper waste as an aspiring eco-friendly school.

#### 3.2 Email

Communications from the school office will come via email. This may include notifications around lunch monies or similar.

#### 3.3 Text messages

We will only text parents in emergencies, if ClassDojo is not working.

Text messages will also be used in case of emergency school closure (for instance, due to bad weather) to ensure that messages are received.

#### 3.4 School calendar

Our weekly newsletter contains dates and further details for upcoming events within the term.

#### 3.5 Phone calls

Staff may phone you where a conversation is more appropriate. This could be related to illness, first aid, or absence. It may also be to update you on an incident or discuss a concern.

#### 3.6 Reports

Parents receive an end of term report at Christmas from the school about their child's learning.

An end of year report is also provided about the year's learning and achievements.

#### 3.7 Meetings

We hold 2 parents' evenings per year. Parents of pupils with special educational needs (SEN), may also be asked to attend further meetings to discuss and address their child's additional needs. We also hold an optional parents' evening in the summer term, should parents wish to discuss the contents of the school report.

### 3.8 School website

Key information about the school is also posted on our website. Parents should check the website for answers to queries, before contacting the school. Newsletters are also posted to the school website on a weekly basis.

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

Parents should use the contact details at the end of this policy.

### 4.1 Email

Parents can email the school about non-urgent issues. Office staff will always treat communications confidentially and forward them to the appropriate member of staff who can deal with the question or concern.

We aim to acknowledge all emails within 2 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 4 working days.

If a query or concern is urgent, and parents need a response sooner than this, they should call the school.

### 4.2 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 4 working days. You will receive acknowledgement of your email and confirmation that it has been passed onto the appropriate member of staff, within 2 working days.

### 4.3 Meetings

While teachers are available at the beginning or end of the school day for passing on a quick message, if parents need to speak to them in more detail we recommend they book appointments to discuss.

We try to schedule all meetings within 4 working days of the request.

### 4.4 Attendance

If parents need to report an absence they should call the school office by 9.30am on the day of absence. If you cannot telephone, you may use the ClassDojo app to contact the classteacher directly who will make a note in the school register..

### 4.5 Pastoral Support Worker

Our family support workers are called Mrs Wilson and Mrs Durrington and their roles are to support children and families within our school or liaise with a range of external services to help families with any further support they may need. They offer emotional and practical support for families who are going through long or short term difficulties. They also support families and children to break down barriers to learning so that every child receives the best education, a key area being attendance.

If you have any questions, concerns, ideas or just need some support, Our door is always open and the kettle on! Both Mrs Wilson and Mrs Durrington can be contacted at the front entrance in the morning, via the school office or by email.

## 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 request the following support:

- School announcements and communications translated into additional languages

- Interpreters for meetings or phone calls

## **6. Tell us what we do well**

We are always pleased to hear things we do well and like to pass these messages onto staff! It also helps to inform how the school moves forward. If you would like to pass on a compliment to a staff member, team or whole staff, there is a form on the school website, or you can follow the link here: [Tell us what we do well](#)

## **7. Questions and Concerns**

In the first instance, questions or concerns should usually be discussed with your child's class teacher, who is generally best placed to help. However, if you do not feel this is appropriate, please refer to the school contact list on page 5, so your query can be forwarded to the appropriate staff member.

### **Incident within school**

If your concern relates to an incident which occurred at school, please complete a concern form via the school website. Concern within school form This will help us gather information to investigate the incident. The concern form will ask you to consider the following questions with your child:

- What do they perceive has happened? (including their involvement)
- When and where did this occur?
- Did your child inform an adult and if so who?
- What do you see as a positive outcome or solution? (Please refer to Behaviour policy)

### **Incident out-with school**

If the incident occurred out of school and you feel we should be informed, please complete the Concern out-with school form via this link, or on the school website.

It will ask you to consider the following questions with your child:

- What information do you feel is important for school staff to know?
- What possible impact could there be within school?
- How do you feel we can help, or has it been resolved and you just wish us to be aware and monitor?
- If the incident is of a serious nature, have you considered contacting the community police?

## **8. Monitoring and review**

The headteacher monitors the implementation of this policy and will review the policy every 3 years.

## **9. Links with other policies**

The policy should be read alongside our policies on:

ICT and internet acceptable use

Complaints

Parent Code of Conduct Policy

### School Contact List

<u>My question relates to...</u>	<u>Who should I contact?</u>	<u>Contact details</u>
School administration inc forms, medication , lunches, volunteering etc	Office Staff	<a href="mailto:bursar@stubbins.lancs.sch.uk">bursar@stubbins.lancs.sch.uk</a>  <b>01706822063</b>
Learning concerns	Class teacher (1 <sup>st</sup> instance) Office will forward to appropriate staff member by email or directly via Dojo.	<a href="mailto:bursar@stubbins.lancs.sch.uk">bursar@stubbins.lancs.sch.uk</a>  <b>01706822063</b>
Pastoral Concerns	Class teacher (1 <sup>st</sup> instance) Office will forward to appropriate staff member by email or directly via Dojo.  Pastoral support worker	<a href="mailto:bursar@stubbins.lancs.sch.uk">bursar@stubbins.lancs.sch.uk</a>  01706822063 <a href="mailto:j.wilson@stubbins.lancs.sch.uk">j.wilson@stubbins.lancs.sch.uk</a> <a href="mailto:h.durrington@stubbins.lancs.sch.uk">h.durrington@stubbins.lancs.sch.uk</a>
An incident between children at school	Class teacher via concerns form on website <a href="https://www.stubbins.lancsngfl.ac.uk/page/questions-and-concerns/148818">https://www.stubbins.lancsngfl.ac.uk/page/questions-and-concerns/148818</a>  SLT for incidents of a more serious nature	<a href="#">Inside school form</a> <a href="#">Outside school form</a>  Which can be sent via clasdojo to class teacher or emailed to <a href="mailto:bursar@stubbins.lancs.sch.uk">bursar@stubbins.lancs.sch.uk</a>  Or handed to the main office
SEN concerns	Class teacher (1 <sup>st</sup> instance) Office will forward to appropriate staff member by email or directly via Dojo.  SENCo	<a href="mailto:bursar@stubbins.lancs.sch.uk">bursar@stubbins.lancs.sch.uk</a>  01706822063 <a href="mailto:senco@stubbins.lancs.sch.uk">senco@stubbins.lancs.sch.uk</a>
A concern regarding a staff member	Headteacher or Assistant Head (1 <sup>st</sup> instance)  Chair of Governors  Office will forward to the appropriate staff member	<a href="mailto:bursar@stubbins.lancs.sch.uk">bursar@stubbins.lancs.sch.uk</a>  01706822063 <a href="mailto:head@stubbins.lancs.sch.uk">head@stubbins.lancs.sch.uk</a>
<p>FAO- Where appropriate please add "For attention of" in the subject header, followed by the staff member "<b>FAO.....</b>"</p> <p>Confidential: All emails will be treated confidentially, however if you only wish for I to be read by the HT or CoG, you may mark it as "<b>Confidential FAO....</b>"</p>		

