



**Communication Policy**  
**Date: November 2023**  
**Review Date: November 2026**

**Our Vision**

"Together we Sparkle and Shine" is the vision for our school and this principle underpins all the work of the school.

We aim to create an outstanding, caring school community where everyone is valued and developed to their full potential as individuals, learners and as members of communities where they will play a part now and in their future lives.

**Our Values**

These are the key values that underpin all the work of the school;

- Kindness
- Respect
- Honesty

## 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 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 Head Teacher

The Head Teacher 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 9:00am – 3:15pm, 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
- 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 – see Home School Agreement.

Parents should **not** expect staff to respond to their communication outside of core school hours 9:00am – 3:15pm 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 Email

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

- Upcoming school events
- Scheduled school closures (for example, for staff training days)

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- School surveys or consultations
- Class activities or teacher requests

### 3.2 Text messages

- We currently do not use the text service.

### 3.3 School calendar

Our school website and weekly newsletter include a school calendar for the current half term. 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.

### 3.4 Phone calls

School staff will call parents as and when necessary to discuss pupils' performance and progress updates, both positive and negative behaviour which requires support, medical issues such as head bumps or responses to queries and concerns where appropriate.

Staff will give a member of SLT a summary of the key points of any conversations, either verbally or via email as required.

### 3.5 Letters

Most school correspondence is via email.

Hard copy documents may be sent home where email is not appropriate or possible.

### 3.6 Homework books/school planners

- We use monkey books for recording reading at home
- We communicate the home learning challenges by email at the start of each term and in the weekly newsletter. They are also available on the website.

### 3.7 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 statutory assessments e.g. phonics
- We also arrange regular meetings where parents can speak to their child's teacher(s) about their achievement and progress (see the section below).

### 3.8 Meetings

- We hold 2 parents' evening(s) per year. 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.
- At the beginning of each academic year there is a 'meet the teacher' session to which all parents are invited.
- 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.
- All parents are invited to the termly online Parent Forum, which is a partnership between parents and the school. It is a valuable way to share ideas, views, concerns and make suggestions for improvement.

### 3.9 School website

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

- School times and term dates
- Important events and announcements including the calendar and newsletters
- Curriculum information

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- Parent information such as lunch menus, uniform, clubs, staff team, class pages
- 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

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 about non-urgent issues in the first instance.

We aim to acknowledge all emails within 3 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 5 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 3 working days. 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/ time sensitive**, parents should call the school office.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues
- Child absence / sickness

For more general enquiries, please call the school office.

#### 4.3 Meetings

If parents would like to schedule a meeting with a member of staff, they should email the appropriate email 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 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

#### 4.4 Home-school communications app

- **Tapestry for EYFS parents** - Tapestry is a secure online learning journal to record photos, observations and comments, to build up a record of your child's experiences during EYFS at Carrington Infant School. This system allows us to work with parents and carers to share information and record the children's play and learning in and outside of the classroom.
- **Class Dojo whole school** - Class Dojo is a school communication platform that teachers, students and families use every day to build close-knit communities by sharing what's being learned in the classroom and at home through photos, videos, and messages. This can be used to contact the class teacher for issues where they are the first point of contact (see Appendix 1).

## 5. 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 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.

## **6. Monitoring and review**

The Head Teacher monitors the implementation of this policy and will review the policy every 3 years. The policy will be approved by the governing board.

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

The policy should be read alongside our policies on:

- ICT and internet acceptable use
- Staff code of conduct
- Complaints
- Home school agreement
- Staff wellbeing

## 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@carrington-inf.bucks.sch.uk](mailto:office@carrington-inf.bucks.sch.uk)
- 01628 523356
- 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 3 working days.

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/ Assistant Head Inclusion
Payments	School Office
School trips	School Office
Uniform/ lost and found	Your child's class teacher
Attendance and absence requests	If you need to report your child's absence, call: 01682 523356 If you want to request approval for term-time absence, contact the school office
Bullying and behaviour	Initially, your child's class teacher
School events/the school calendar	School Office
Special educational needs (SEN)	Class teacher/ Assistant Head Inclusion c/o School Office
Before and after-school clubs	OurTime Jean Cameron office@ourtimecs.co.uk
Hiring the school premises	School Office
PTA	Chair of the PTA carringtonpta@gmail.com
Governing board	School Office
Catering/meals	School Office

### Complaints

If you would like to file a formal complaint, please follow the procedure set out in our Complaints Policy found on the school's website.