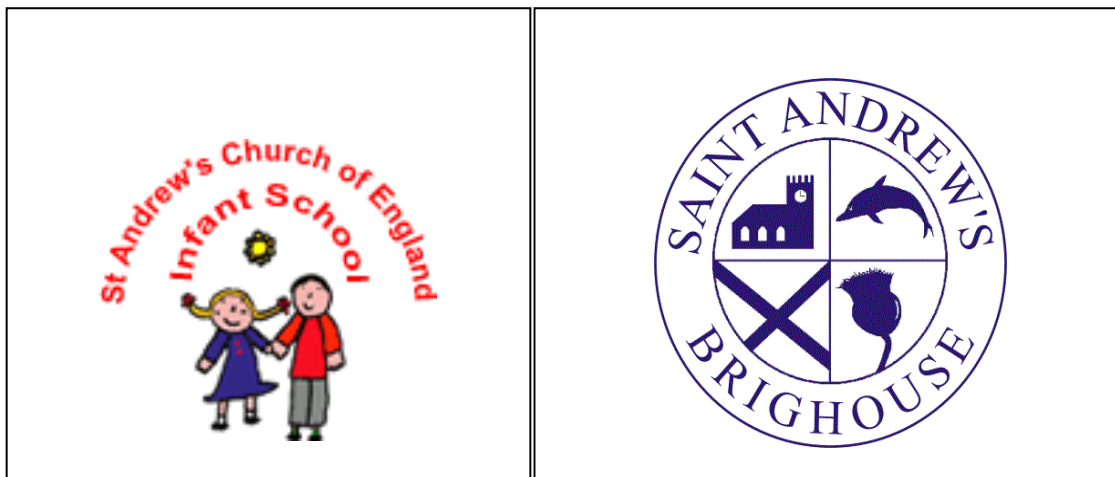


St Andrew's CE (VA) Infant and Junior Schools

Communication Policy



Title	Communication Policy
Version	01/25
Date	March 2025
Author	St. Andrew's CE (VA) Junior & Infant Schools
Approved by Executive Headteacher	March 2025
Approved by governing body	NA
Next review date	March 2028

Contents

St Andrew's CE (VA) Infant & Junior Schools Communication Policy Contents

1. Introduction
2. Roles and Responsibilities
 - 2.1 School Leadership Team
 - 2.2 Staff
 - 2.3 Pupils
 - 2.4 Parents and Guardians
 - 2.5 Wider Community
3. Principles of Communication
4. Methods of Communication from School to Home
 - 4.1 Email and Text
 - 4.2 Phone Calls
 - 4.3 Newsletters
 - 4.4 Planners/Reading Records
 - 4.5 Reports
 - 4.6 Meetings
5. Methods of Communication from Home to School
 - 5.1 Absences
 - 5.2 Email
 - 5.3 Phone Calls
 - 5.4 Meetings
 - 5.5 Response Times
6. Expectations for Parents/Carers and Carers
7. Expectations for School Staff
8. Managing Unreasonable Communication
9. Monitoring and Review
- Appendix 1: School Contact List

1. Introduction

Purpose of the Policy

The purpose of this Communication Policy is to establish clear guidelines for effective communication within St Andrew's CE (VA) Junior and Infant Schools. This policy aims to ensure that all stakeholders—pupils, staff, parents/carers, and the wider community—are informed, engaged, and able to contribute to the school's vision of promoting excellence within a caring, Christian community.

At St. Andrew's CE Junior and Infant Schools, we value strong partnerships between home and school and are happy to talk to parents/carers about their worries or concerns. Positive communication with parents/carers and carers is essential in supporting children's education and well-being. This policy sets out clear guidelines for how we communicate with parents/carers, ensuring open and respectful dialogue while managing expectations regarding response times and staff availability to ensure that staff are able to fulfil their professional responsibilities while maintaining a healthy work-life balance.

The aim of this policy is to promote clear and open communication by:

- Explaining how the school communicates with parents and carers
- Setting clear standards and expectations for responding to communication from parents and carers
- Helping parents and 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

2. Roles and Responsibilities

2.1 School Leadership Team

- **Ensure Compliance:** Ensure that all communication practises comply with UK legislation, including the Data Protection Act 2018 and the Children and Families Act 2014.
- **Monitor Effectiveness:** Regularly review the effectiveness of communication strategies and make necessary adjustments.
- **School Leadership Team:** Consists of the Executive Headteacher, Deputy Executive Headteacher, Assistant Headteachers, SENDCo and Maths Lead.

2.2. Staff

- **Implement Strategies:** Staff are responsible for implementing communication strategies in their interactions with pupils, parents/carers, and colleagues.
- **Provide Feedback:** Staff should provide feedback on communication practises to the leadership team.

2.3. Pupils

- **Engagement:** Pupils are encouraged to express their views and opinions through designated channels, such as school council meetings.
- **Respectful Communication:** Pupils are expected to communicate respectfully with peers and staff.

2.4. Parents/Carers and Guardians

- **Involvement:** Parents/Carers are encouraged to engage with the school through regular communication and participation in school events.
- **Feedback Mechanism:** Parents/Carers should have access to feedback mechanisms to voice concerns or suggestions.

2.5. Wider Community

- **Partnerships:** The school will communicate effectively with external partners and the local community to foster collaboration and support.

3. Principles of Communication

- To foster positive and productive relationships between staff and parents/carers.
- To ensure communication is clear, professional, and respectful at all times.
- To set realistic expectations regarding response times and appropriate channels of communication.
- Our priority is the education, welfare, and safety of our pupils, and communication should support this goal.
- To protect staff from unreasonable demands and direct approaches that may impact their ability to focus on teaching and school duties.
- We aim to respond to queries in a timely and reasonable manner, balancing the needs of parents/carers with the workload and well-being of staff.

4. Methods of Communication from School to Home

4.1 Email and Text Messages

We use emails and texts to keep parents/carers informed about the following things:

- Upcoming school events or scheduled school closures (for example, for staff training days)
- To follow up absences
- Invitation to special assemblies
- School surveys or consultations
- Class activities or teacher requests
- Extra-curricular activities e.g. trips and clubs, payments due for trips, school lunches etc
- Free School Meals administration

- First Aid / Head bumps
- Behaviour Incidents
- General school administration, including uniform, medication, health care plans etc
- Where possible, we try to give Parents/Carers at least 2 weeks' notice of any events or special occasions (including non-uniform days, or requests for pupils to bring in special items or materials).

4.2 Phone Calls

Staff may phone Parents/Carers to discuss the following (both positive and negative):

- Wellbeing of pupils and/or Parents/Carers
- Pupil progress
- Behaviour
- Attendance
- Safeguarding concerns
- General school administration

4.3 Newsletters

A link to the school newsletter is sent home fortnightly with a link via text. The newsletter is also available to view on the school websites.

The newsletters contain the following types of information:

- An overview of special events which have taken place and will be coming up.
- Important dates for the school diary
- Important notices from school
- Links to surveys
- Safeguarding information
- Messages from staff
- Details of third-party events
- Information about policies and procedures

Half termly curriculum letters are sent home which contain information about what the class will be taught for the upcoming half term. These are sent home via text with a link. They are also available on the school website.

4.4 Planners/ Reading records

Pupils at the Infant School each have a reading record. Adults in school send home regular communication via the reading record about their child's reading.

Pupils at the Junior School each have a school planner. Teachers report on the number of smilies a child has earned in the planner and comment on reading.

4.5 Reports

Promoting Excellence

Promoting Excellence reports are sent home to parents/carers and carers at the end of the Autumn and Spring term. These termly reports include information about attainment and progress in the core areas and include information about the child's attendance, punctuality, behaviour and attitude to learning.

End of year report

Parents/Carers receive an end-of-year report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance.

4.6 Meetings

We also arrange regular meetings where parents/carers can speak to their child's teacher(s) about their achievement and progress: We hold two parents' evenings per year. During these meetings, parents/carers 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. Parents/Carers can also discuss their child's end of year report with the class teacher if needed. There is also an open afternoon at the end of the year where parents/carers can talk to teachers about their child's progress if required. The school may also contact parents/carers to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, behaviour, attendance or wellbeing.

Parents/Carers of pupils with special educational needs (SEN), or who have other additional needs, may also be asked to attend further meetings to plan and review support.

5. Methods of communication from home to school

5.1 Absences

Parents/Carers 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. If you need to report your child's absence, please do so before 9am by calling 01484 712895 (Juniors) or 01484 714964 (Infants), or by texting the school via the texting service on 07537455344 (Infants) and 07786 201172 (Juniors).

5.2 Email

Parents/Carers should use the admin email address which is:

Infant School admin@st-andrews-inf.calderdale.sch.uk

Junior School admin@standrews.calderdale.sch.uk

We aim to acknowledge all emails within two working days, and to respond if necessary (or arrange a meeting or phone call if appropriate) within three working days. If a query or concern is urgent, and Parents/Carers need a response sooner than this, they should phone the school office.

We do not allow parents/carers to email teachers, the headteacher or SENDCo directly and ask that parents/carers use only the emails listed above.

5.3 Phone calls

If parents/carers 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 three 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/carers have spoken to the appropriate member of staff within five days of your request. If the issue is urgent, parents/carers should call the school office.

Urgent issues might include things like: Family emergencies, safeguarding or welfare issues, or changes to end of day arrangements. For more general enquiries, please call the school office on 01484 714964 (Infants) or 01484 712895 (Juniors).

5.4 Meetings

Most queries can be resolved through email or phone calls, but if parents/carers 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. At the beginning and end of the school day, teachers are busy supervising pupils and do not have time to speak to parents/carers. We try to schedule all meetings at a mutually convenient time. This could take up to 10 working days depending on the availability of school staff.

Parents/Carers should not approach or contact staff outside school to discuss school matters.

Method	Purpose	Expected Response Time
Ad hoc on the door face to face	Non-urgent queries, sharing information, requesting appointments	Maximum 5 minute conversation
Email- to the office	Non-urgent queries, sharing information, requesting appointments	Within 3 working days after an initial acknowledgement
Phone Call	Urgent matters, attendance, safeguarding concerns	Office will take messages if staff are unavailable
Face-to-Face Meetings	Pre-arranged discussions about a child's progress or concerns	By appointment only via the school office. Up to 10 working days.
Parent-Teacher	Formal opportunity to discuss a	Twice a year

Method	Purpose	Expected Response Time
Evenings	child's progress	
School Newsletters & Website	General updates, key dates, announcements	Updated regularly

5.5 Response Times

- Staff will endeavour to respond to emails and messages within three working days during term time.
- Urgent matters should be directed to the school office during working hours.
- Staff are not expected to respond to emails, messages, or phone calls outside of school working hours (8:00 AM - 5:00 PM, Monday to Friday).
- Communication sent over weekends or holidays will be responded to upon return to school.
- School staff **will not** respond in writing to parents/carers other than to acknowledge receipt of an email. Staff will respond with face-to-face meetings or phone calls if they feel it is necessary.

6. Expectations for Parents & Carers

We ask that parents and carers:

- Use correct communication methods (e.g., emails, scheduled meetings).
- Meetings with teachers or staff must be arranged in advance; unannounced visits may not be accommodated.
- Respect that teachers are primarily focused on teaching and pupil welfare and may not always be available to respond to matters immediately.
- Allow up to three working days for non-urgent responses. Urgent matters should go through the school office rather than individual staff.
- Be respectful in all communication – aggression, rudeness, or inappropriate behaviour will not be tolerated. This may result in restrictions on communication channels.
- Recognise that staff may not be available outside school hours, during weekends, or over holidays.
- If concerns are not resolved through initial communication, parents/carers should follow the school's complaints procedure.

7. Expectations for School Staff

Our staff will:

- Communicate professionally and courteously with parents/carers.
- Acknowledge emails and messages within the expected response time (even if a more in depth response takes longer).
- Direct parents/carers to the appropriate person if the query is outside their role.
- Maintain confidentiality and follow safeguarding guidelines when discussing pupil matters.

8. Managing Unreasonable Communication

Please bear in mind if the incorrect method of communication is used you may be redirected or communication may not be responded to. Please contact the office if you are unsure which method of communication to use.

While we encourage open communication, the school will take action if a parent's behaviour is:

- Excessively demanding or unreasonably persistent.
- Aggressive, abusive, non-courteous or threatening towards staff.
- Repeatedly disregarding the communication guidelines outlined in this policy.

If necessary, the school may:

- Set clearer boundaries for communication with the parent/carer.
- Require all communication to go through a designated senior staff member or school governor.
- Implement a restricted contact policy in extreme cases.

9. Monitor and review

- The headteacher monitors the implementation of this policy and will review the policy every three years. The policy will be approved by the governing board.
- Conduct regular surveys to gather feedback from all stakeholders regarding the effectiveness of communication practises.

Related policies

- **Complaints Policy**
- **Data protection**

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 admin@standrews.calderdale.sch.uk or admin@st-andrews-inf.calderdale.sch.uk or via the school phone numbers. 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 to the relevant member of staff

Remember: check our website first, much of the information you need is posted here. 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
Safeguarding	The Learning Mentors (via the school office)
Payments	admin@st-andrews-inf.calderdale.sch.uk admin@standrews.calderdale.sch.uk
School trips	admin@st-andrews-inf.calderdale.sch.uk admin@standrews.calderdale.sch.uk
Uniform/lost and found	admin@st-andrews-inf.calderdale.sch.uk admin@standrews.calderdale.sch.uk
Attendance and absence requests	admin@st-andrews-inf.calderdale.sch.uk admin@standrews.calderdale.sch.uk
Bullying and behaviour	Your child's class teacher
School events/the school calendar	admin@st-andrews-inf.calderdale.sch.uk admin@standrews.calderdale.sch.uk
Special educational needs (SEN)	The SENCO (via the school office) admin@st-andrews-inf.calderdale.sch.uk admin@standrews.calderdale.sch.uk
Before and after-school activities	admin@st-andrews-inf.calderdale.sch.uk admin@standrews.calderdale.sch.uk
Hiring the school premises	admin@st-andrews-inf.calderdale.sch.uk admin@standrews.calderdale.sch.uk
Governing board	jflavell@standrews.calderdale.sch.uk
Catering/meals	admin@st-andrews-inf.calderdale.sch.uk admin@standrews.calderdale.sch.uk
Junior after school Kids Club emergency	Between 3.30-6pm working days only 07752155453
Infant after school Kids Club emergency	Between 3.30-6pm working days only 07999528566