



Communication Policy

VERSION: September 2024

REVIEW: September 2026

Introduction and aims

We believe that clear, open communication between the school and parents/carers has a positive impact on 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

Roles and responsibilities

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, 8.30am to 5.00pm 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.

A reasonable amount of time for a staff member to reply to an email from a parent depends on the situation, but generally, we aim to respond within 48 hours of receiving the email.

If more time is needed to respond, we aim to send an email to the sender acknowledging receipt and stating that a response will be provided

Copies of the school's ICT and internet acceptable use policy can be found on the school website.
<http://www.donisthorpeprimary.org/policies.html>

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, 8.30am to 5.00pm or during school holidays.

A copy of the Parent/visitor Code of Conduct can be found on the school website.
<http://www.donisthorpeprimary.org/policies.html>

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.

Email- Information Sharing

We use email 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

Text messages- Information Sharing and Reminders

We will text parents about:

- ✓ Payments
- ✓ Absence
- ✓ Emergency school closures (for instance, due to bad weather)

- ✓ Short-notice changes to the school day

School website/newsletter- Information Sharing, Dates, Celebrating Success

Our bi-weekly newsletter includes a full school calendar for the year. This is emailed to parents and is also available on the website.

We try to give parents as much notice as we can 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). We try to avoid making changes to the dates, however, if we do, we will alert parents.

Phone calls

If we have concerns about your child's wellbeing and progress, we will call you to discuss this. We ask parents to contact us if they have any concerns or questions.

Letters

We send the following letters home regularly:

- ✓ Letters about trips and visits
- ✓ Consent forms

Reports

Parents receive reports from the school about their child's learning, including:

- ✓ Autumn Term settling in report
- ✓ Spring Term midyear report
- ✓ An end-of-year report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance

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

Meetings

We hold two formal 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 end of the year we hold an informal parents open evening when parents can look at children's books and discuss their child's end of year report.

The school may also contact parents to arrange meetings outside of 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.

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.

Social Media- Facebook, Twitter/X, Instagram- Celebrating Success

We celebrate success in school via our social media platforms.

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.

Email

Parents should always email the school, or the appropriate member of staff, about non-urgent issues in the first instance.

We aim to respond within 48 hours of receiving the email. If more time is needed to respond, we aim to send an email to the sender acknowledging receipt and stating that a response will be provided.

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

Phone calls

If parents need to speak to a specific member of staff about a **non-urgent** matter, they should email the school office/class email and the relevant member of staff will contact them within 48 hours of receiving the email.

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 48 hours 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.

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

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

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

Appendix 1: school contact list

Who should I contact?

Option 1:

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 on office@donisthorpe.leics.sch.uk or call 01530 270371
- ✓ 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.

Option 2:

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 most appropriate address
- ✓ Include your child's full name in the subject line

When will I get a response?

A reasonable amount of time for a staff member to reply to an email from a parent depends on the situation, but generally, we aim to respond within 48 hours of receiving the email.

If more time is needed to respond, we aim to send an email to the sender acknowledging receipt and stating that a response will be provided.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's class teachers eyfs@donisthorpe.leics.sch.uk year1@donisthorpe.leics.sch.uk year2@donisthorpe.leics.sch.uk year3@donisthorpe.leics.sch.uk year4@donisthorpe.leics.sch.uk year5@donisthorpe.leics.sch.uk year6@donisthorpe.leics.sch.uk
My child's wellbeing/pastoral support	Class emails above in the first instance then Mrs Newman or Mr Williamson via email slt@donisthorpe.leics.sch.uk
Payments	Mrs Webb office@donisthorpe.leics.sch.uk
School trips	Mrs Webb office@donisthorpe.leics.sch.uk
Attendance and absence requests	If you need to report your child's absence, email office@donisthorpe.leics.sch.uk or call 01530 270371
Behaviour	Class emails above in the first instance then Mrs Newman or Mr Williamson via email slt@donisthorpe.leics.sch.uk

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
School events/the school calendar	via the school office office@donisthorpe.leics.sch.uk
Special educational needs (SEN)	Mrs Heath SENCO can be contacted via the school office office@donisthorpe.leics.sch.uk
Governing board	via the school office office@donisthorpe.leics.sch.uk
Catering/meals	via the school office office@donisthorpe.leics.sch.uk
Before and after-school club	via the School Business Manager sbmaht@ashbyhilltop.leics.sch.uk

Complaints

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