

# St Joseph and St Bede RC Primary School



## Communications Policy

With **Christ** at the centre, our *Dream* is for **greatness** in our learning, to *Believe* in our **unique talents**, to be Guardians of **life & creation** and to *Achieve* a **better world**, by **living life to the full.**

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## 1. Introduction and aims

We believe that clear, open communication between the school and parents/carers has a positive impact on pupils' learning by:

- Giving parents/carers the information they need to support their child's education
- Helping the school improve, through feedback and consultation with parents/carers
- Building 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.

This policy will:

- Set clear standards for responding to communication from parents/carers
- Set clear standards for appropriate communication
- Help 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

Please note: 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 other members of the Senior Leadership Team and staff implement this policy correctly
- Ensuring that communications with parents are effective, timely and appropriate
- Regularly reviewing this policy alongside the governing board

### 2.2 Staff

All staff are responsible for:

- Responding to communication from parents in line with this 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 **are not expected to** respond to communications outside of school hours 08:30 – 15:30 or their working hours (if they work part-time), or during school holidays.

### 2.3 Parents

Parents are responsible for:

- Ensuring that communication with the school is always respectful
- 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 (including the Arbor app)

Any communication that is considered disrespectful, abusive, or threatening will be treated in line with our parent code of conduct which is within **POLICY ON DEALING WITH VIOLENCE, THREATENING BEHAVIOUR AND ABUSE**

## 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 Electronic communication

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

- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- School meetings/ Stay and Learn Sessions/ Parent's Evenings
- Class activities or updates
- Club and extra-curricular updates
- Payments
- Letters about trips and visits
- Consent forms
- Our weekly newsletter (will also be sent by email)

Seesaw is used as a learning tool and for an insight into the learning taking place in classes. Seesaw is not a communication method and messages through this platform will not be responded to.

## 3.2 Text messages

We may text parents about:

- Short-notice changes to the school day
- Reminders
- Emergency school closures (for instance, due to bad weather)

## 3.3 School calendar

Our school calendar is available on the website and upcoming term dates are communicated on the newsletter.

Where possible, we try to give parents plenty of 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).

## 3.4 Phone calls

Parents may be contacted by phone in relation to:

- Behaviour and Welfare
- First aid (always for head injuries)
- Attendance

## 3.5 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 Phonics and KS2 SATs tests

We also arrange meetings where parents can speak to their child's teacher(s) about their achievement and progress twice a year (Parent's Evenings)

## 3.6 Meetings

We hold two parents' evenings annually.

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, behaviour or wellbeing.

Parents of pupils with special educational needs (SEND), or who have other additional needs, may also be asked to attend further meetings to support these additional needs.

## 3.7 School website

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

- School times and term dates
- Curriculum information
- Important policies and procedures ➤
- Important contact information

Parents should check the website before contacting the school.

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

Please 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 Face to Face

Staff are available each morning on the doors before and after school to communicate messages to. Please be mindful that staff are on the door for meet and greet but will need to ensure the door closes on time and teaching responsibilities can be prioritized.

### 4.2 Planners

Each child is issued with a school planner at the start of the academic year. This remains a means of communication between home and school. It also acts as a reading record, to support reading at home.

Your child's planner may also contain important information to support home learning, such as Seesaw codes, TT Rockstars log ins etc.

## 4.3 Email

Parents can email the school about non-urgent issues via the office email: [office@sisb.stoccat.org.uk](mailto:office@sisb.stoccat.org.uk)

The school expects all email communication to:

- Be respectful, polite, and professional
- Focus on resolving issues constructively
- Support positive partnerships between school and home
- Recognise the professional responsibilities and workload of staff

Parents and carers are encouraged to communicate concerns promptly and appropriately so that issues may be resolved effectively.

Sensitive issues, complaints, SEN concerns, safeguarding matters, behaviour concerns, or misunderstandings will endeavour to be addressed in the following ways:

- face to face,
- by telephone,
- or through scheduled meetings

The reasons for this are as follows:

- Email can easily lead to misunderstandings in tone and content
- Long chains can be time-consuming and unproductive
- Sensitive issues are often better handled face-to-face
- Staff wellbeing and workload need to be protected

Safeguarding concerns should always be reported directly to the school office by telephone or in person and should not be sent solely by email, as emails may not be seen immediately.

The school will conclude an email exchange where it believes further discussion would be more appropriately managed through another communication method.

We will acknowledge all emails within two working days, and to respond in full (to arrange a meeting or phone call if appropriate) within 5 working days during term time. Please note, emails are not monitored during school closures.

*If a query or concern is urgent, and you need a response sooner than this, please call the school.*

## 4.3 Phone calls

If you need to speak to a specific member of staff about a **non-urgent** matter, please email the school office and the relevant member of staff will contact you within 5 working days.

If this is not possible (due to teaching or other commitments), someone will get in touch with you to schedule a phone call at a convenient time. We aim to make sure you have spoken to the appropriate member of staff within 5 working days of your request.

*If your issue is urgent, please call the school office.*

Urgent issues might include things like:

- Changes to school collection on that day
- Family emergencies
- Safeguarding or welfare issues
- Medical issues

For more general enquiries, please check the school website or call the school office.

Please note, staff should NOT be contacted on any other phone number other than the school telephone number. This includes personal mobile phones.

## 4.4 Meetings

If you would like to schedule a meeting with a member of staff, please email the appropriate address (see appendix 1), or email/ call the school to book an appointment.

We try to schedule all meetings within 5 working days of the request.

While teachers are available by phone at the beginning or end of the school day if you need to speak to them urgently, we recommend you book appointments to discuss:

- Any concerns you may have about your child's learning
- Updates related to pastoral support, your child's home environment, or their wellbeing

## 4.5 Social Media

School use social media (Facebook) to communicate learning and events to the wider community. **Social media is NOT a way for parents/carers to directly message school and any messages of this type will NOT be responded to**

Parents/carers are expected to use social media responsibly and must not post content that could damage the reputation of the school, staff, pupils, or other families

## 4.6 Recording and use of Artificial Intelligence (AI)

Meetings, telephone calls, and video calls must not be recorded without the consent of all parties involved. Please note that calls made to and from the school telephone system may be recorded for safeguarding, training, monitoring, and quality assurance purposes.

Any use of artificial intelligence (AI) in communications with the school must be respectful, accurate, and appropriate. The use of AI-generated or altered content that is misleading, harmful, or causes distress to staff, pupils, families, or the wider school community may be investigated further.

## 5 Complaints

Most concerns can be resolved informally through discussion with the relevant staff member. Where this is not possible, parents may follow the formal complaints procedure

If you would like to make a formal complaint, please follow the procedure set out in our complaints policy which is available on the website.

## 6 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.

## 7. Links with other policies

The policy should be read alongside our policies on:

- Parent Code of Conduct
- Staff Code of Conduct
- Complaints

## 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 0161 7643781 [office@sjsb.stoccat.org.uk](mailto:office@sjsb.stoccat.org.uk)
- Put the subject and the name of the relevant member of staff (from the list below) in the subject line (for emails)
- We will acknowledge receipt of your email and 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 acknowledge all emails within 24 hours and respond within 5 working days

SUBJECT...	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/ Inclusion	Pastoral Team SENCO
Changes to collecting your child from school	Office phone call or email – before midday on the day – we cannot guarantee that a message received after this time will get to the class teacher before the
Special Educational Needs	SENDco
Payments / School trips	Office Staff
Uniform/lost and found	Office Staff:
Attendance and absence requests	If you need to report your child's absence, call: 0161 7643781 If you want to request approval for term-time absence, contact the school office
Alleged Bullying and behaviour	Class Teacher in the first instance  This may then be referred to Pastoral Team and SLT
School events	School office
The governing board	School office they will forward your request to Mrs C McEntyre (Chair of Governors)
Catering/meals	School office

