

School Communication Policy

History of document: To be reviewed annually and re-approved by the Trust Board every three years, or sooner if deemed necessary.

Version	Author	Date written	Approved	Note of Revisions
V1	L.Claringbold & P Griffiths	November 2025	17.11.2025	Addition of trips and visits section. Personalisation to St Peter's approaches

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1. INTRODUCTION

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

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 (08.45am – 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.

Parents should not expect staff to respond to their communication outside of core school hours 08.45am – 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:

- Weekly Newsletter
- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests

3.2. In-App Text message

We will in-app text parents about:

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

3.3. School calendar

Our school website/ and weekly newsletter includes a full school calendar for the current term. We also use the calendar function on Arbor to share key events with parents.

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 children to bring in special items or materials).

Any such event will be included in the school calendar.

3.4. Phone calls

We may phone parents about:

- Incidents and accidents
- Illness in school
- Concerns for a child

3.5. Letters

We avoid paper communication where possible.

3.6. Reports

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

- Termly progress reports via Arbor (autumn and spring)
- An end-of-year report (summer) covering their achievement in each part of the curriculum, how well they are progressing, and their attendance, as well as outcomes of internal and any external national statutory assessment

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

3.7. Meetings

We hold two parent consultation 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.

We also hold two 'open classroom' events each academic year where parents can see children's work in books and on display as well as three 'Stay and Play' sessions per year for parents with children in Early Years.

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 children with special educational needs (SEN), or who have other additional needs, may also be asked to attend further meetings to address these additional needs.

3.8. 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
- News updates about school life

Parents are encouraged to check the website before contacting the school.

4. HOW PARENTS AND CARERS 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, or the appropriate member of staff, about non-urgent issues in the first instance.

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 3 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 2 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 3 days 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
- Accidents or illness

For more general enquiries, please email 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 10 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

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

We can make additional arrangements if necessary. Please contact the school office to discuss these.

6. ASSOCIATED POLICIES

- ICT and Acceptable use
- Code of conduct
- Complaints

APPENDIX 1 – Who to Contact

I have a question about	Who you need to talk to
My child's learning/class activities/lessons/homework	Class teacher in the first instance via the school office email – admin@stpeters.ycst.co.uk
My child's wellbeing/pastoral support	Class teacher in the first instance via the school office email – admin@stpeters.ycst.co.uk
Payments	School Office admin@stpeters.ycst.co.uk
School trips	School office admin@stpeters.ycst.co.uk
Uniform/ lost and found	School office admin@stpeters.ycst.co.uk
Attendance and absence requests	School office admin@stpeters.ycst.co.uk
Bullying and behaviour	Class teacher in the first instance via the school office email – admin@stpeters.ycst.co.uk Unresolved issues should be referred to the headteacher via the school office admin@stpeters.ycst.co.uk
School events	School office admin@stpeters.ycst.co.uk
Special educational needs	SENCO – via the school office admin@stpeters.ycst.co.uk
Before and after school clubs	Funclub@stpeters.co.uk
The PTA - Friends of St Peter's	fosp2015@yahoo.co.uk
The governing board	Chair of Governors via the school office admin@stpeters.ycst.co.uk
Catering/meals	School kitchen via the school office - admin@stpeters.ycst.co.uk

APPENDIX 2 – Communication during Trips and Residential Visits

Communication with Parents During Educational Visits

Purpose

This section outlines the school's approach to communication with parents when children participate in day trips or residential visits. It ensures clarity on expectations while prioritising the safety and wellbeing of children.

Rationale

This approach ensures that staff remain focused on their core responsibility: safeguarding and supporting children throughout the visit. Communication will be balanced with this priority.

Principles

The primary responsibility of staff during trips is the care, safety, and supervision of children. Communication with parents is important, but it must not compromise the effective management of the visit. Staff take their duty of care extremely seriously and will act promptly if a child's health or safety requires parental involvement.

Operational Approach

Trips and residential visits require strict adult-to-child ratios to ensure safety. Additional adults are often included to meet these ratios; there is no capacity to assign staff solely for communication purposes.

Communication Protocol

Immediate Contact: Parents will be contacted by phone if:

- A child becomes unwell.
- A child sustains a significant accident or injury.

Arrival Notification: Parents will receive an email confirming safe arrival at the destination.

Daily Updates:

- The school will aim to provide one update per day, typically including a short summary and photographs.
- Timing may vary depending on activities and staff availability (end of day or following morning).

Pre-Trip Information:

Prior to any residential visit, parents will receive written communication outlining this approach and reassuring them of our commitment to pupil safety.

General Principle

Parents should assume that “no news is good news”. If there are no updates outside the planned communications, it means all is well.

Access to Communication

Staff will always have access to the school mobile phone to contact parents if necessary.