



Euxton CE Primary School Communication Policy



'In our Christian family we all SHINE in the light of Jesus'

Introduction and Aims

At Euxton CE Primary School, we endeavour to ensure that communication among all members of the school community (staff, parents, helpers and the wider community) is both effective and efficient at all times.

It is through effective and interactive communication that information is transmitted, understanding is developed and shared, trust is built, confidentiality respected and action coordinated.

School also understands the balance needed to share information in a timely manner as well as to protect the mental health and workload of its staff.

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.

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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)
- Ensuring outward communication (eg. Newsletters, Class blogs, notices) is regular, timely and accurate

Staff will aim to respond to communication between **8.00am – 4.30pm**, or within 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.

Parents

Parents are responsible for:

- Ensuring that communication with the school is respectful at all times
- Making every reasonable effort to address communications through our school communication systems
- 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 between **4.30pm and 8.00am or during school holidays**. We aim to reply within **24 hours**; if this is a safeguarding issue, Senior Leaders will deal with this as soon as possible.

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.

School Spider App, Parent Pay and Email

For general outward communication from the school office, we use the School Spider app to keep parents informed about the following things:

Upcoming school events

Posting the weekly school newsletter

Scheduled school closures (for example, for staff training days)

School surveys or consultations

Short-notice changes to the school day

Emergency school closures (for instance, due to bad weather)

Class activities or teacher requests

Other agency information (eg. Flu vaccines)

School website

Weekly class blogs

Updates from the class

Curriculum updates

School calendar (where possible, we try to give parents at least 2 weeks' notice of any events or special occasions -including nonuniform 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.)

The school website and School Spider app does not have a comment facility enabled.

Phone calls

When necessary, we may contact parents via our school phone system to speak directly to a parent. Please ensure that your emergency contact information is up to date and inform us of any changes to your mobile numbers.

Reports

At the end of the year, parents will receive an end-of-year report covering their child's achievement in each part of the curriculum, how well they are progressing, their attendance and general comments. 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 one parents' evening(s) per term. During these meetings, parents can talk with teachers about their child's achievement and progress, the curriculum, 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, or wellbeing.

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Parents of pupils with special educational needs (SEN), or who have other additional needs, are asked to attend separate meetings to address these additional needs.

How parents and carers communicate with school

Contacting school staff

If you need to make contact with school please contact the school office in the first instance either via email **bursar@euxton.lancs.sch.uk** or telephone **01257 263454**.

The office will forward any parent query to the relevant member of staff who will then reply to parents via a phone call to discuss any matters.

If you need to contact the out of school club their mobile number is **07730 777136**.

If you have an urgent enquiry or message please contact the school office via the means listed above. Teachers only access emails when on a break from teaching. You can also make contact with staff in person and request a meeting. Teachers will aim to respond within the appropriate times (above) and endeavour to respond within 24 hours.

Meetings

If parents would like to schedule a meeting with a member of staff, they should email **bursar@exuton.lancs.sch.uk** , or call the school to book an appointment. We try to schedule all meetings within a reasonable amount of time taking into account diaries and availability.

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:

- Interpreters for meetings or phone calls
- We can make additional arrangements if necessary. Please contact the school office to discuss these.

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

Monitoring and review: The headteacher monitors the implementation of this policy and will review the policy every year. The policy is approved by the governing board.

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:

1. Telephoning the school office on **01257 263454**
 2. Email the school office email address : **bursar@euxton.lancs.sch.uk** if this is a general enquiry or query that needs passing to a member of staff
 3. In person at the school office
- Remember: check our website and weekly newsletters first, much of the information you need is posted there. We try to respond to all emails within 2 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	Your child's class teacher; who can refer onto Mrs Smith (Wellbeing lead) or Mrs Ash (Headteacher)
Changes to collecting your child from school	Email bursar@euxton.lancs.sch.uk or c.crosby@euxton.lancs.sch.uk (for notification to after school club) Please email before midday on the day to ensure a message will get to the class teacher before the end of the day.
Special Educational Needs	SENDSCO or Headteacher
Payments/school trips	School office
Uniform/lost and found	School office
Attendance and absence requests	School office or via School Spider If you want to request approval for a term-time absence, please complete a holiday request form (available from school office)
Bullying and behaviour	Mrs Ash (Headteacher)
School events	School office
The governing board	School office; they will forward your request to Mr I Ball, Chair of Governors
Catering/meals	School Office

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