

# Great Kimble Church of England School

## School communication policy

**Approved by:** Great Kimble C E School Local Governing Board

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# 1. Introduction and aims

Our aim is to promote partnership working between parents/carers and school through effective communication. We are committed to developing understanding, respecting confidentiality and building trust.

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 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 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 8:30-3:15 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.

Our Online Safety policy and Acceptable Use Policy can be found on our website under policies.

### 2.3 Parents

When you join the school, as part of the admissions paperwork, you will be responsible for providing us with your email and phone number (this forms part of the emergency contact information we hold for you too). Once your email is in our system, you will be sent a welcome letter from Arbor. This information subsequently links to our website so any emails we send (newsletter or class information) will send to your email address. It

is the responsibility of the parents to ensure the school always has the most up to date contact information for you.

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
- Responding 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 (8:30-3:15), or during school holidays.

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 5 working days.

Parent code of conduct can be found on the key information page on the GLT website.

### **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:

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

#### **3.2 Text messages**

Not currently a service we use.

#### **3.3 School calendar**

Our website includes a full school calendar with important dates for the year marked out alongside key events arising half term by half term.

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 pupils to bring in special items or materials).

Any such event will be included in the school calendar.

### **3.4 Phone calls**

Staff will call parents as and when needed. For example, updates on behaviour and learning.

### **3.5 Letters**

We send the following letters home regularly:

- Letters about trips and visits
- Consent forms
- Our weekly newsletter
- Attendance

### **3.6 Home learning books/school planners**

- All pupils have reading records which should be used as per homework and reading expectations. These records are written in by both parents and staff and would be in school bags at all times.
- It may be appropriate for Individual communication books (SEND) to be used.

### **3.7 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
- Termly progress reports
- A report on KS1 and KS2 SATs tests
- Phonics and Multiplication Check data

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

### **3.8 Meetings**

We hold one parents' evening per term (aut/spring). 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, or wellbeing.

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

In the summer term, a full written report will be sent.

### **3.9 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.**

## **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 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).

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

### **4.2 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 2 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.

If your issue is **urgent**, please 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.

### **4.3 Meetings**

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

We try to schedule all meetings within 7 working days of the request.

While teachers are available 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

### **4.4 Home-school communications app**

No apps of this nature are currently used at Great Kimble.

## **5. Accessibility**

It is important to us that everyone in our community can communicate easily with the school.

### **5.1 Parents with additional communication needs**

We aim to make communications accessible to all. We have taken the following steps to achieve this:

- All whole-school announcements and communications (such as email alerts and newsletters) are made available in multiple formats
- All communications are written as clearly and concisely as possible
- Accessibility is considered when designing/updating the school website [such as: providing alt text for images, using text colours that show up clearly against the background colour]
- Staff are trained on accessibility and will endeavour to provide information in an accessible format

Parents who need help communicating with the school can request reasonable adjustments, such as:

- School announcements and communications in accessible formats
- Sign language interpreters for meetings

Please contact the school office to discuss these.

### **5.2 Parents with English as an additional language (EAL)**

We currently make whole-school announcements and communications (such as email alerts and newsletters) available in English.

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. Monitoring and review**

The headteacher will monitor the implementation of this policy throughout the year.

The policy will be reviewed annually by the local governing board.

## **7. Links with other policies**

This policy should be read alongside our policies on:

- ICT and acceptable use
- Parent code of conduct
- Staff code of conduct
- Complaints and Resolutions
- Attendance Policy
- Safeguarding

➤ Behaviour for learning

## Appendix 1: school contact list

### Whom should I contact?

**Remember: please check our website first, much of the information you need is posted there**

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

We try to respond to all emails within 2 days.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/home learning	Your child's class teacher: <a href="mailto:fire@gkglt.co.uk">fire@gkglt.co.uk</a> <a href="mailto:water@gkglt.co.uk">water@gkglt.co.uk</a> <a href="mailto:air@gkglt.co.uk">air@gkglt.co.uk</a> <a href="mailto:earth@gkglt.co.uk">earth@gkglt.co.uk</a>
My child's wellbeing/pastoral support	School office FAO the Headteacher or SENCO <ul style="list-style-type: none"> <li>• <a href="mailto:office@gkglt.co.uk">office@gkglt.co.uk</a></li> <li>• <a href="mailto:senco@gkglt.co.uk">senco@gkglt.co.uk</a></li> </ul>
Payments	The school office <ul style="list-style-type: none"> <li>• <a href="mailto:office@gkglt.co.uk">office@gkglt.co.uk</a></li> <li>• 01189346189</li> </ul> *If you want to request approval for term-time absence, download and complete the absence request for from the school website.
School trips	
Uniform/lost and found	
Attendance and absence requests*	
School events/the school calendar	
Before and after-school clubs	
Catering/meals	
Hiring the school premises	
Bullying and behaviour	
Special educational needs	SENCO

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
	<a href="mailto:senco@gkglt.co.uk">senco@gkglt.co.uk</a>
The PTA	<a href="mailto:friendsofkimble@gmail.com">friendsofkimble@gmail.com</a>
The governing board	Chair of Governors <ul style="list-style-type: none"> <li>• <a href="mailto:Sally-anne.walsh@gkglt.co.uk">Sally-anne.walsh@gkglt.co.uk</a></li> </ul>

### Complaints

If you would like to file a formal complaint, please follow the procedure set out in our Complaints and Resolutions Policy which can be found on our school website.