

Great Missenden School

School communication policy

Approved by:	Great Missenden Local Governing Board
---------------------	---------------------------------------

Approval period:	Spring Term 2024 – Spring Term 2027
-------------------------	-------------------------------------

Review cycle:	Annual
----------------------	--------

Policy Source:	The Key Model Policy
-----------------------	----------------------

Contents

1. Introduction and aims	3
2. Roles and responsibilities	3
3. How we communicate with parents and carers	4
4. How parents and carers can communicate with the school	6
5. Inclusion.....	7
6. Monitoring and review	7
7. Links with other policies.....	7
Appendix 1: school contact list	8

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 working hours (8am – 5pm) within 5 working days. 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. In addition to this policy please view our ICT and internet acceptable use policy on the school website in the policies section.

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
- Responding to communications from the school (such as requests for meetings) in a timely manner
- Ensuring that all communications are sent through official channels. Staff are not to be contacted via their personal phone number, email address or social media accounts regarding school matters.
- Checking all general communications from the school. General communications sent from the school can be seen in Arbor on the Parent Portal
- Checking the school website for information on year group specific queries such as timetables, homework help and guidance and upcoming events.

Any communication that is considered disrespectful, abusive, or threatening will be treated in line with our parent code of conduct and will not be responded to.

Parents should **not** expect staff to respond to their communication outside of core working hours (8.00am-5.00pm), during dedicated teaching time or during school holidays. Part time staff will respond during their working days.

In addition to this policy please view our parent code of conduct, on the school website in the policies section.

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

Our weekly school newsletter is emailed every Friday and will contain all pertinent information for school life.

All general emails sent from the school can be found in the Parent Portal of Arbor. In addition, we use email to keep parents informed about the following:

- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)
- School surveys or consultations
- Class activities or teacher requests
- Extra-curricular and extended clubs
- Payments and invoices
- Year group specific information on upcoming events

3.2 Text messages

We will only use text messages as a communication tool to parents in the event of a school emergency.

3.3 School calendar

Our school website www.greatmissendenschool.co.uk includes a full school calendar for the year including all term dates. Parents are encouraged to sync this to their calendar. The school newsletter will contain a calendar for the current 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 call parents to discuss pupils' performance (both positive and negative), in line with our Behaviour Policy which can be found on the website.

Phone calls are made from the office in the event of emergencies/ first aid and sickness, late collection of pupils from school etc.

Teaching staff will use a phone call as the primary method for responding to minor concerns or issues raised by parents, as we strongly believe that a phone call or face-to-face discussion is more effective in resolving such issues. It allows for a real-time conversation, clarification of concerns, and immediate feedback.

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 Key Stage 1 and 2 SATs tests, phonics tests and Year 4 multiplication checks

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 parents' evenings during the Autumn and Spring terms. 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 (SEN), or who have other additional needs, may also be asked to attend further meetings to address these additional needs such as annual reviews.

In addition to this, parents are regularly invited into the school for book looks, celebration events or subject information meetings.

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
- Home learning help and guidance

Year group pages will be kept up to date with the following information:

- Weekly home learning (e.g. spellings) and termly project work
- Specific year group dates, information presentations (e.g. about residential, meet the teacher)
- Key learning information for the term
- Class general timetables

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 5 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 10 working days.

If a query or concern is urgent, parents 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, outlining the reason for the requested call, suggest a number of suitable times and the relevant member of staff will contact them within 5 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 5 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

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 may be 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.

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 for example, providing alt text for images and 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 the following languages:

- 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 Trust central team and approved by the 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
- Home-school agreement
- Staff wellbeing

Appendix 1: school contact list

Whom 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 or call the school office at office@gmglt.co.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 forward your request on to the relevant member of staff

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

We try to respond to all emails within 5 working days.

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

We try to respond to all emails within within 5 working days.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/home learning	Year Group Email e.g. year3@gmglt.co.uk
My child's wellbeing/pastoral support	safeguarding@gmglt.co.uk
Payments	bursar@gmglt.co.uk
School trips	burar@gmglt.co.uk
Uniform/lost and found	office@gmglt.co.uk
Attendance and absence requests	If you need to report your child's absence, call: 01494 862310 option 0 or email Attendance@gmglt.co.uk If you want to request approval for term-time absence, contact Attendance@gmglt.co.uk

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
Bullying and behaviour	Year Group Email/ Child and Family Support Worker
School events/the school calendar	office@gmglt.co.uk
Special educational needs	Inclusion@gmglt.co.uk and Year Group Email
Before and after-school clubs	ampm@gmglt.co.uk
Hiring the school premises	bursar@gmglt.co.uk
The PTA	pta@gmglt.co.uk
The governing board	governors@gmglt.co.uk
Catering/meals	ffl@gmglt.co.uk

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our [Complaints and Resolutions Policy](#).