



ST. PATRICK'S CATHOLIC PRIMARY SCHOOL

*"Faithfully following in the footsteps of Jesus,
we serve, love and learn together
inspiring each other to excellence."*

Communication Policy

2024



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Policy on Communications

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1. Introduction

Effective communication is a crucial tool in supporting children to become confident, independent, resilient learners who strive for success. It plays a vital role in children's education and is a prominent feature in all aspects of school life. This policy has been written in accordance with our statutory responsibilities under the Children and Families Act 2014 and links to a number of school policies. (See Appendix)

2. Aims and Objectives

2.1 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
- Facilitates positive relationships and builds trust between home and school, which helps the school better support each child's educational and pastoral needs

2.2 The aim of this policy is to promote effective communication by:

- Explaining how the school communicates with parents/carers
- Clarifying expectations in terms of 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.

3. Roles and Responsibilities

3.1 Headteacher

The headteacher is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate
- Regularly reviewing this policy

3.2 Staff

All staff are responsible for:

- Ensuring that communication with parents, children and staff is respectful at all times
- 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 not respond to communications from parents during evenings, at weekends or in school holidays.

3.3 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

* In the event that communication from parents is not respectful, staff will not respond to questions or concerns raised. If a parent's communication is persistently disrespectful or a singular communication is deemed unacceptable, these may be directed to the Governing Body.

4 How we communicate with parents and carers

4.1 Our school website contains a wealth of information about school life and is regularly updated to ensure parents can share in children's educational journeys.

4.2 We also keep parents up-to-date with their child's education and what is happening in school through a range of other media to including:

- Letters

- Newsletters
- Emails
- Text messages

Parents should monitor all of the above regularly to make sure they do not miss important communications or announcements that may affect their child.

4.3 Parents' Evenings

Parents are invited to make an appointment to discuss their child's progress with class teachers twice a year. In the event that children are taught by more than one teacher (e.g. in Year 6) class teachers will meet parents and feedback on behalf of other staff. Parents will not have additional meetings with other teachers.

Parents who have Special Educational Needs and Disabilities (SEND) will be offered additional meetings to discuss their child's progress against their support plan, in line with the SEND Policy.

4.4 Annual Written Reports to Parents

Parents will receive an annual written report outlining children's achievements, progress and attendance record. Reports detail strengths and areas for future development. In Key Stage 2 children are given the opportunity to comment on their progress and parents of children in all classes are invited to also make a comment on their child's progress. School reports the results of national tests and teacher assessments to parents in line with statutory guidance.

4.5 Concerns

Staff are keen to resolve any concerns regarding children's happiness, wellbeing and academic progress at the earliest available opportunity and we actively encourage children to share any difficulties they are having with their class teacher themselves.

If parents have a concern, they should speak to the class teacher at the end of the school day or email / phone the school office in order to arrange a conversation with the class teacher at a mutually convenient time. Staff will respond to communication as quickly as possible, ensuring it is within two working days from initial contact.

Parental concerns are logged by class teachers on the Staff Drive in school and are regularly reviewed by the Senior Leadership Team (SLT).

In the event that staff have a concern regarding a pupil's happiness, wellbeing and / or academic progress they will contact the child's parents and work collaboratively to resolve the concern. Concerns relating to safeguarding are shared with a Designated Safeguarding Lead (DSL) in line with the school's Safeguarding Policy.

If a parent contacts the school office with a written communication, either a letter or an email, they will receive an acknowledgement within two working days and a

formal response within ten working days. If the communication involves a complaint, this will follow the timescales outlined in the Complaints Policy.

5. Online Communication

Children are encouraged to access online resources linked to school topics through a variety of websites including: Purple Mash and Pearson Bug Club. They are taught about how to keep themselves safe online each term. In order to promote an appropriate online platform for children to communicate with each other, pupils are given an email account on the school's Virtual Learning Environment (VLE).

6. Monitoring and Review

This policy will be regularly monitored and will be reviewed every two years, or earlier if required.

Appendix

- Acceptable Use Policy
- Behaviour Policy
- Complaints Policy
- Parental Involvement Policy
- Photographs and Video Policy
- Safeguarding Policy
- Special Educational Needs and Disability Policy