



# **Communication Policy**

## **2025-26**

**Glenleigh Park Primary Academy and Nursery**

**“Growth, Perseverance, Positivity, Achievement”**

## 1. Introduction and aims

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.

## 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 within 48 hours of receiving communications during core school hours, 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 following the guidelines set out in the Aurora Academies Trust Parent Code of Conduct document.
- Ensuring they inform school if contact details changed.
- 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 the Aurora Academies Trust Parent Code of Conduct.

- Parents should not expect staff to respond to their communication outside of core school hours 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 and Arbor to keep parents informed about the following things:

- Upcoming trips, visits and workshops.
- Upcoming school events.
- Wraparound care.
- After school clubs.
- Parent consultations.
- Sports and other extra-curricular activities/events.
- School dinner menus.
- Weekly bulletins.
- Non-urgent first aid reports.
- Scheduled school closures (for example, for staff training days).
- School surveys or consultations.
- Class activities or teacher requests.

#### 3.2 Text messages

We will text parents about:

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

#### 3.3 Phone calls

We will telephone parents about the following things:

- Absence from school.
- First aid incidents of a more pressing nature (including head injuries).
- Feedback or concerns involving your child.
- Urgent or time sensitive matters.
- When we have not received a response to other forms of communication.

#### 3.4 Letters

In line with the school's ethos of being eco-friendly wherever possible, we will not typically issue paper letters for mass communications.

We may however send home letters regarding:

- Student attendance.
- Meetings.

We may also send letters when we have not received a response to other forms of communication.

### 3.5 School calendar

Our school website includes a full school calendar for the year and is updated termly.

Where possible, we try to give parents at least two 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, as well as in the newsletter or key dates sheet.

### 3.6 Reports

Parents receive reports via Arbor 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 KS2 SATs tests (sent on paper).
- A report on the results of public examinations, including, Phonics screening checker for year 1 (sent on paper).

We also arrange two parent consultations, one in the Autumn term and one in the Spring term, where parents can speak to their child's teacher(s) about their achievement and progress.

### 3.7 Meetings

In addition to our two parents' consultations, 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.

### 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.
- Parents should check the website before contacting the school.

### 3.9 Home-school communications "Apps"

- Arbor.
- Tapestry.
- Facebook.
- Instagram.

## 4. How parents and carers can 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 Office about non-urgent issues, in the first instance.

We aim to acknowledge all emails within two working days, and to respond in full (or arrange a meeting or phone call if appropriate) within five 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 five 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 five days of their request.

If the issue is urgent, parents should call the School Office.

Urgent issues might include things like:

- Family emergencies.
- Safeguarding or welfare issues.

Please note that teaching staff are not available to take phone calls or answer emails during the day.

#### 4.3 Meetings

If parents would like to schedule a meeting with a member of staff, other than the Inclusion Lead\*, 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 five working days of the request where possible.

While teachers are available at the 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.

To ensure school announcements and communications are accessible, the following support is available upon request:

- Communications translated into other languages via the school website.
- Interpreters for meetings or phone calls, where possible provided by the EALS service to schools.

Please contact the School Office to discuss or request support.

### 6. Monitoring and review

The Headteacher monitors the implementation of this Policy and will review the Policy every year.

### 7. 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 Policy.
- Home-School Agreement.

\*please note if parents request a meeting with Mrs Tanner (SENCo and Inclusion Lead) the timeframes will vary and some meetings will take up to three weeks from the initial request due to referrals and paperwork deadlines.

## Appendix 1

### 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:

- Email the School Office on [office@GlenleighPPA.org.uk](mailto:office@GlenleighPPA.org.uk) or call 01424 213611.
- 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: check our website first, much of the information you need is posted there.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	<a href="mailto:office@GlenleighPPA.org.uk">office@GlenleighPPA.org.uk</a> FAO your child's class teacher
My child's wellbeing/pastoral support	<a href="mailto:office@GlenleighPPA.org.uk">office@GlenleighPPA.org.uk</a> - FAO Mr J Green or Pastoral Team
Payments	<a href="mailto:office@GlenleighPPA.org.uk">office@GlenleighPPA.org.uk</a> - FAO Miss L Pidcock
School trips	<a href="mailto:office@GlenleighPPA.org.uk">office@GlenleighPPA.org.uk</a> - FAO Mrs K Towers
Uniform/lost and found	<a href="mailto:office@GlenleighPPA.org.uk">office@GlenleighPPA.org.uk</a> - FAO Miss L Pidcock
Attendance and absence requests	If you need to report your child's absence, call: 01424 213611 If you want to request approval for term-time absence, contact <a href="mailto:office@GlenleighPPA.org.uk">office@GlenleighPPA.org.uk</a> - FAO Miss H Chapman
Bullying and behaviour	<a href="mailto:office@GlenleighPPA.org.uk">office@GlenleighPPA.org.uk</a> - FAO The child's teacher and phase leader EYFS- Mrs T Briggs KS1- Mrs A Tanner LKS2- Miss D Sargent UKS2- Mr E Gillham
School events/the school calendar	<a href="mailto:office@GlenleighPPA.org.uk">office@GlenleighPPA.org.uk</a> - FAO Mrs K Towers
Special educational needs (SEN)	<a href="mailto:office@GlenleighPPA.org.uk">office@GlenleighPPA.org.uk</a> - FAO Mrs A Tanner
Before and after-school clubs	<a href="mailto:office@GlenleighPPA.org.uk">office@GlenleighPPA.org.uk</a> - FAO Miss L Pidcock
Hiring the school premises	<a href="mailto:office@GlenleighPPA.org.uk">office@GlenleighPPA.org.uk</a> - FAO Ms M Gonet
PTFA	<a href="mailto:office@GlenleighPPA.org.uk">office@GlenleighPPA.org.uk</a> - FAO Miss L Pidcock
Local Academy Board	<a href="mailto:office@GlenleighPPA.org.uk">office@GlenleighPPA.org.uk</a> - FAO Mrs D Ryan
Catering/meals	<a href="mailto:office@GlenleighPPA.org.uk">office@GlenleighPPA.org.uk</a> FAO Aspens

### Complaints

If you would like to file a formal complaint, please follow the procedure set out in our Complaints Policy which can be found on our website or from the office upon request.