



COMMUNICATIONS POLICY

Approved by	IEB
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1. Introduction

Good communication is more than the exchange of information. At Little Heaton CE Primary School, we believe that clear and effective communication supports strong relationships, fosters trust, and underpins the learning and wellbeing of our pupils. Effective communication between school, home and external agencies is essential in supporting children's progress and development.

2. Aims

This policy aims to ensure that all communication within and beyond the school community is timely, respectful, and appropriate. By maintaining high standards of communication, we strengthen our school's ability to nurture every child's potential and contribute to a thriving and successful school environment.

3. Objectives

At Little Heaton, we are committed to ensuring that our communication is open, honest, ethical, and professional. We strive for clarity, aiming to be jargon-free and easily understood by everyone. Communications will be managed in a timely way and delivered using methods most appropriate to the message and audience. All communication should reflect our school's core values and be consistent with the aims outlined in our School Improvement Plan.

4. Communication Commitments

The school will publish key policies and documents on our website to ensure they are accessible to the school community. Curriculum information, key events and news will be shared regularly, and we aim to maintain clear lines of communication between school and home. All communications will be treated sensitively and, where appropriate, confidentially. We expect that messages or concerns from parents and carers will be responded to promptly, with clear communication about any action taken.

5. Expectations for Parents and Carers

Parents and carers are expected to read communications from the school and act accordingly. Where concerns arise, we encourage these to be raised with the relevant staff member in a respectful and timely manner. We also ask parents and carers to refrain from discussing school matters on social media, to protect our community and resolve matters constructively. It is essential that the school is informed of important information such as medical needs, SEND requirements, child protection or legal issues, and changes to contact details.

6. Internal Communication

Internal communication between staff is primarily face-to-face, supported by email. All staff are expected to check their emails daily, where updates on safeguarding and management issues are shared. Weekly diary

sheets are sent ahead of Monday morning. Communication of staff absence must follow the school's absence management procedure. Emails are used for any necessary written communications.

7. Communication Channels – School to Home

School Spider is our main communication tool. It is used for whole school, year group, class, and individual messages, as well as collecting responses and consents. Class Dojo is used for sharing class updates and celebrations and for non-urgent messaging between parents and class teachers. The school may also communicate through phone calls, text messages, email, newsletters, and the school website. Written reports are sent out towards the end of the academic year. In-person meetings, such as parent consultations, take place twice a year. Additional meetings with the SENCO or leadership team can be arranged where needed.

8. Communication Channels – Home to School

Parents are encouraged to contact the school via Class Dojo for classroom-based queries or updates, which teachers will respond to during the working day. More urgent matters should be communicated via telephone. The school office is open from 8:30am to 4:00pm. Written communication, whether by letter or email, is welcomed and treated with confidentiality. Meetings with staff can be arranged via the office by giving a brief overview of the matter to be discussed.

9. Agreement

The school will aim to respond to all telephone calls within 48 hours, emails within 5 working days, and letters within 10 working days. Messages received outside working hours or during weekends or holidays will be responded to, in accordance with the above timescales, from the next working day.

10. Recording Meetings

If a parent wishes to record a meeting, they must inform the school at least 48 hours in advance. The school will decide if this is appropriate in line with our confidentiality policy. Requests related to disability will be given due consideration. Recordings may only proceed with the consent of all attendees. Unapproved recording may result in the meeting being suspended.

11. Emergency Communication

Parents must ensure their contact details are up to date. In an emergency involving an individual child, parents will be contacted by phone. For whole-school emergencies, such as adverse weather closures, School Spider will be used to share updates. The school will also follow its lockdown and evacuation procedures as required.

12. Accessing Information

Under the UK GDPR, parents and carers have the right to request access to their personal information or that of their child. Requests should be made in writing to the governing board. The school will respond within one month, or two months for complex requests. We may refuse manifestly excessive or unfounded requests; in which case an explanation will be provided along with information about the right to complain.

13. Freedom of Information Requests

FOI requests must be submitted in writing to the school, including the requester's name and address and a description of the information required. The school will respond within 20 working days. Fees may apply if the cost exceeds statutory limits, and some categories of information may be withheld under the Freedom of Information Act 2000.

14. Monitoring and Review

The effectiveness of this policy will be monitored throughout the year by the Headteacher and Governing Board. It will be formally reviewed annually.

15. Communication Conduct

At Little Heaton CE Primary School, we believe in fostering a positive culture where all communication is respectful and considerate. We expect all members of our school community- including staff, parents, and carers- to engage in dialogue that reflects our school values. Concerns should be raised calmly and directly with the appropriate staff member. Aggressive, threatening, or disrespectful behaviour, including on social media, will not be tolerated and may result in further action in line with the Cranmer Education Trust 'Unacceptable behaviour on school premises' policy.

16. Escalation of Concerns

Where concerns cannot be resolved through routine communication with staff, parents and carers are advised to refer to the school's Complaints Policy. This policy outlines the steps for escalation and resolution in a fair, transparent, and timely manner.

Appendix A: Communication Flow Table

The table below summarises how parents and carers can contact the school for different types of queries:

Topic	Preferred Contact Method	Expected Response Time
Pupil absence	Phone call to school office or message on School Spider	By 9:30am on day of absence
General classroom enquiry	Class Dojo message to teacher	Within 2 working days
Urgent issue (e.g., injury or safeguarding)	Phone call to school	Same day
Non-urgent concern or update	Email to office or letter	Within 5 working days
Request for meeting	Phone or email to office	Meeting scheduled within 10 working days
SEND-related query	Email SENCO via school office	Within 5 working days
Emergency school closure	School Spider notification and website update	As soon as possible